



## *Fourth Quarter Addendum to the Annual Report on the Regional Transit Authority Performance Management Program*

- Submitted Pursuant to the Massachusetts Budget Acts  
of 2020 Outside Section 82 -  
RTA Performance Progress Report for FY2020

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## Glossary

ADA paratransit = The Americans with Disabilities Act of 1990 requires public transit agencies that provide fixed-route service to provide “complementary paratransit” service along those routes. Agencies may choose to provide additional paratransit service to persons with disabilities beyond this required area.

BAT = Brockton Area Transit Authority

BRTA = Berkshire Regional Transit Authority

CATA = Cape Ann Transportation Authority

CCRTA = Cape Cod Regional Transit Authority

CIP = Capital Investment Program

Demand response (DR) = Transit service where vehicles do not follow a fixed route, but rather follow an optimized route within a certain geographic area, based on rider requests.

Fixed route (FR) = Transit service where vehicles run on regular, scheduled routes with fixed stop locations, typically with a fixed schedule.

FRTA = Franklin Regional Transit Authority

FTA = Federal Transit Administration

FRR = farebox recovery ratio; the percentage of operating costs covered by fares collected, calculated by the fares collected divided by the cost to operate the route<sup>1</sup>

LRTA = Lowell Regional Transit Authority

MBTA = Massachusetts Bay Transportation Authority

MART = Montachusett Regional Transit Authority

MassDOT = Massachusetts Department of Transportation

MassDOT RTD = MassDOT Rail & Transit Division

MVRTA = Merrimack Valley Regional Transit Authority

MWRTA = MetroWest Regional Transit Authority

NRTA = Nantucket Regional Transit Authority

NTD = National Transit Database

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<sup>1</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

OTP = on-time performance; definitions vary by RTA

PVTA = Pioneer Valley Transit Authority

RTA = regional transit authority; an authority established by section three or section fourteen of Chapter 161B of the Massachusetts General Laws<sup>2</sup>

SRTA = Southeastern Regional Transit Authority

STIP = Statewide Transportation Improvement Program

Systemwide (SW) = Operations from all of an agency's modes of operation

TAM plan = Transit Asset Management plan, as required by FTA

TERM Scale = Transit Economic Requirements Model Scale that assigns number ratings to facilities based on condition<sup>3</sup>

ULB = useful life benchmark; the expected lifecycle of a capital asset for a particular transit provider's operating environment, or the acceptable period of use in service for a particular transit provider's operating environment<sup>4</sup>

UPT = unlinked passenger trips; the number of passengers who board public transportation vehicles; passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination<sup>5</sup>

VRM = vehicle revenue mile; the miles that vehicles are scheduled to or actually travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services<sup>6</sup>

VRH = vehicle revenue hour; the hours that vehicles are scheduled to or actually travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services<sup>7</sup>

VTa = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

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<sup>2</sup> The 191<sup>st</sup> General Court of the Commonwealth of Massachusetts

(<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXII/Chapter161B/Section1>)

<sup>3</sup> Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

<sup>4</sup> Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

<sup>5</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

<sup>6</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

<sup>7</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

## Legislative Directive

The Massachusetts Department of Transportation (MassDOT) is submitting this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2020 Budget Act, Chapter 41 of the Acts of 2019, (ACT). The ACT requires that:

- MassDOT and the fifteen Regional Transit Authorities (RTA) negotiate and execute a bilateral Memorandum of Understanding (MOU) which shall not be punitive and that is based on a system of performance metrics established by the MassDOT, and that incorporates Performance Targets most relevant to each RTA's unique system in the categories of Ridership, Customer Service and Satisfaction, Asset Management, and Financial Performance, including Farebox Recovery. At each RTA's discretion, the MOU can also include Stretch metrics that foster innovation and entrepreneurship.
- MassDOT and the RTAs agree to measure the MOU metrics against the RTA established baselines, including agreed upon timelines for implementation.
- MassDOT compile the collected data into a report on each RTA's progress toward meeting the performance metrics established in the MOUs and submit this document to the Massachusetts State Legislature by July 1, 2020.

In compliance with the requirements of the ACT, this report will provide a description of the system of performance metrics bilaterally agreed to by the MassDOT and fifteen RTAs and overall analysis of RTA performance results.

## Memoranda of Understanding

Beginning in May through August 2019, the MassDOT Rail & Transit Division (RTD) engaged in numerous consultations and bilateral negotiations to finalize MOUs that identify a system to measure performance. Due to the unique nature of each RTA, a key goal in negotiations was to allow for some flexibility in the type and number of performance metrics that RTAs could choose to include. While this approach led to some variation, each MOU generally adheres to the principles below:

- Performance metrics for each of the four key areas of ridership, customer service & satisfaction, asset management and financial performance.
  - “Universal” metrics identified by MassDOT and to be reported by all RTAs (Table 1); includes subset of metrics already reported annually by the RTAs to the federal National Transit Database (NTD), an on-time performance metric and each RTA’s Transit Asset Management (TAM) plan targets.
  - Optional additional performance metrics in each of the four categories unique to each RTA and integral to their performance management system.
- Optional RTA-specific “stretch” performance metrics to encourage innovation.
- RTA- specific mutually agreed upon baselines, interim milestones, and targets for each performance metric.
  - Baselines were derived from historical data from the most recent prior fiscal year or an average of the most recent fiscal years.

**Table 1: List of “Universal” Performance Metrics agreed to by all RTAs**

<i>Category</i>	<i>“Universal” Performance Metrics</i>		
<i>Ridership<sup>1</sup></i>	Unlinked passenger trips (UPT)		
	UPT/Vehicle revenue mile (VRM)	and/or	UPT/Vehicle revenue hour (VRH)
<i>Customer Service &amp; Satisfaction</i>	On-time performance/schedule adherence		
<i>Asset Management<sup>2</sup></i>	FTA reportable revenue vehicle asset class meeting TAM Useful Life Benchmark (ULB) targets		
	FTA reportable equipment asset class meeting TAM ULB targets		
	FTA reportable facilities asset class meeting TAM ULB targets		
<i>Financial Performance<sup>3</sup></i>	Farebox recovery ratio (FRR)		
	Operating expenses/VRM	and/or	Operating expenses/VRH

<sup>1</sup>For the ridership category, each RTA was given the option of selecting one or both for UPT/VRM and UPT/VRH.

<sup>2</sup>For the asset management category, each RTA is to report whether they achieved or did not achieve their TAM plan targets.

<sup>3</sup>For the financial performance category, each RTA was given the option of selecting one or both for Operating Expenses/VRM and Operating Expense/VRH.

Each MOU has a two-year term, covering FY2020 and FY2021. The target setting process consisted of annual targets for FY20 and FY21 for the financial and asset management categories, and a two-year target ending in FY21 with an interim milestone for FY20 and ridership and customer service categories. The “stretch” performance metrics also have a two-year target with an interim one-year milestone.

Over the course of the two-year term, the RTAs are to provide quarterly reports to MassDOT RTD containing monthly data on progress in meeting the performance targets in their MOUs. Each quarterly report is to be submitted 45 days following the close of the quarter to allow each RTA adequate time for data collection and review.

## Performance Management Program

Based on the agreed upon terms found in the MOUs, MassDOT RTD designed a performance management program comprising quarterly data collection and analysis of RTA submitted data. The program operates in three stages:

1. Data collection
2. Data analysis
3. Data reporting

### ***Performance Data Collection***

Each RTA was provided a reporting template designed to capture their system’s identified performance metrics for each month of each quarter, as well as any stretch performance metrics an RTA chose to include in the MOU. The template included fields to enter raw data and then calculated ratios or averages to produce the performance metrics.

### ***Performance Data Analysis***

For each quarter, the quarterly subtotal was calculated based on the raw monthly data provided. Calculating the quarterly subtotals throughout the fiscal year helps to identify seasonal variations in the data, which would not be captured through annually reported metrics alone.

The raw monthly data was also used to calculate year-to-date (YTD) actual values. The YTD actual value is compared against the identified target values that were developed jointly with the RTAs. During year one of the two-year term, the YTD actual value is compared to the interim milestone for the ridership and customer service categories or the year one target for the financial performance and asset management categories. During year two, the actual value is compared to the year two target values for all categories by calculating the percent difference between the actual and target value, as detailed in Table 2.



**Table 2. An overview of the percent change calculations used to track RTA progress.**

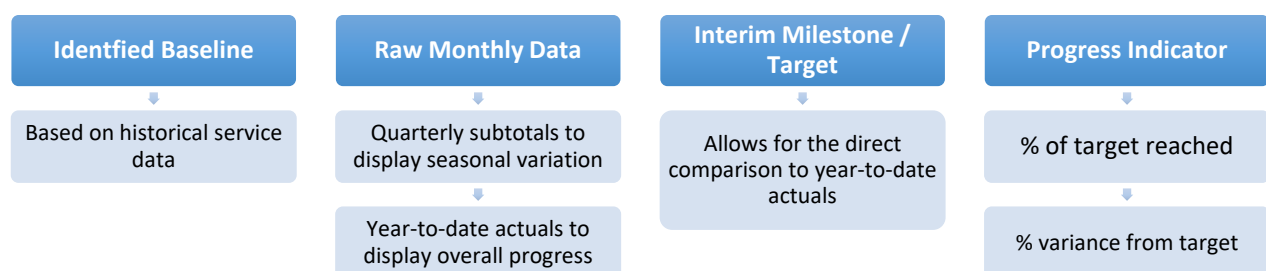
Progress Indicator	Metric Type	Metrics	Analytical Use
% of milestone/target reached	Reported as cumulative at year end	Unlinked Passenger Trips (UPT)	Examines the level of accumulation towards a target
% variance from milestone/target	Reported as a ratio or a percentage	<ul style="list-style-type: none"> <li>- UPT / Vehicle Revenue Hours (VRH)</li> <li>- UPT / Vehicle Revenue Miles (VRM)</li> <li>- Operating Expense / VRH</li> <li>- Operating Expense / VRM</li> <li>- Farebox Recovery Ratio</li> <li>- On-Time Performance Ratio</li> </ul>	Examines whether progress is trending higher or lower than a target

### Performance Data Reporting

All analyses have been compiled into this progress report, which covers the data collected for FY2020. Given the fact that RTA data is reported during the following quarter, this report serves as an addendum to the report submitted July 1, 2020, which contained the collected performance metrics and subsequent analysis for quarters one through three (Q1 – Q3), for the months of July 2019 through March 2020. The RTAs provided the fourth quarter (Q4) data on August 15, 2020, which covered April 2020 through June 2020 data. As such, the report has been updated to include the Q4 performance metrics and subsequent analysis. This report also includes the asset management targets, as these were agreed to be submitted once per year and were collected in mid-November 2020, after the RTAs submit their NTD reported TAM Plan asset inventory data. The asset management data and subsequent targets are discussed in greater detail in the “Asset Management Data Collection & Reporting” subsection.

The performance management process is summarized in Figure 1.

**Figure 1. Performance target reporting and data analysis process.**



The “universal” metrics bilaterally negotiated by MassDOT RTD and the RTAs are common key performance indicators that are frequently used by transit professionals to determine the health and vitality of a transit system. These metrics are trackable over time, can be used consistently for years to come, and use data that is widely available to transit agencies and their operators.<sup>8 9</sup>

<sup>8</sup> International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

<sup>9</sup> Jenks, C.W. (n.d.). A summary of TCRP Report 88: A guidebook for developing a transit performance measurement system. *Transit Cooperative Research Program*. pgs. 1-24.

These common universal metrics allow for comparisons and analyses that can identify best practices and policies and across the RTAs, enhancing peer learning across the Commonwealth. As this data is tracked over time, trends can be understood, both by RTA and across all of the RTAs, that identify which policies helped to increase ridership, reduce costs, increase customer satisfaction, or more efficiently utilize assets. The Universal Metric baseline data, monthly data, FY2020 Q1 through Q4 subtotals, YTD actual values, annual target values, and actual to target value comparisons are included in tables in the “Universal” Performance Metric Analysis section by metric, and by mode of operation (Fixed Route, Demand Response, Systemwide). Definitions of each metric are provided along with the analysis tables and bullets that highlight key analysis takeaways. Color-coded formatting provides an easy reference for determining whether an RTA has met or did not meet an identified target (Table 3). Comparative charts have been added for selected metrics in which all RTAs provided a baseline and target.

Metric	Actual Exceeds Target	Actual Below Target
Unlinked Passenger Trips (UPT)	↑	↓
Unlinked Passenger Trips per Vehicle Revenue Mile (UPT / VRM)	↑	↓
Unlinked Passenger Trips per Vehicle Revenue Hour (UPT / VRH)	↑	↓
Farebox Recovery Ratio (FRR)	↑	↓
On Time Performance (OTP)	↑	↓
Operating Expense per Vehicle Revenue Mile (OpEx / VRM)	↑	↓
Operating Expense per Vehicle Revenue Hour (OpEx / VRH)	↑	↓

Table 3. Color coded formatting used for the performance metric analysis.

On an individual basis, the additional metrics and stretch performance metrics enable each RTA to tell their stories through specific goals and values. By comparing an RTA’s progress to a self-identified target, each authority’s performance is directly tied to agency defined goals and to

customer satisfaction.<sup>10 11</sup> Each agency's additional and stretch performance metrics are included in *Appendix B – RTA Profiles*.

### Asset Management Data Collection & Reporting

FTA requires that every agency develop a transit asset management (TAM) plan for capital assets used to provide public transportation and submit an asset inventory, performance targets, and a narrative report to NTD as part of the yearly reporting process. The performance targets identified in the TAM plans are for the following asset categories: rolling stock, equipment, and facilities (Table 4).<sup>12</sup> Each target looks at the percentage of each asset category that is *not* in state of good repair (SGR). Lower performance percentages indicate a fleet or facility that has a better SGR. All public transportation vehicles, be it revenue service rolling stock or non-revenue equipment, are evaluated based on an established useful life benchmark (ULB), or the expected lifecycle (age) for a particular vehicle.<sup>13</sup> Facilities are evaluated using the Transit Economic Requirements Model (TERM) scale. The TERM scale grades facility condition on a scale of 1.0 to 5.0, with 1.0 representing a facility that is “[c]ritically damaged or in need of immediate repair [and/or is] well past useful life” and 5.0 representing a facility that has “[n]o visible defects [and/or is in] new or near new condition.”<sup>14</sup>

**Table 4. FTA established performance target definitions by asset category.**

<i>Asset Category</i>	<i>FTA Establish Performance Target</i>
<i>Rolling Stock</i>	% of revenue vehicles exceeding ULB
<i>Equipment</i>	% of non-revenue vehicles exceeding ULB
<i>Facilities</i>	% of facilities rated under 3.0 on the TERM scale

Of the fifteen RTAs, fourteen are Tier 1 public transit providers under the TAM Plan Rule, meaning that they are a recipient of federal funding and own or operate at least one hundred and one (101) vehicles in revenue service<sup>15</sup>. These fourteen RTAs completed individual TAM plans. FRTA is the only RTA recognized as a Tier 2 provider by the TAM Plan Rule, meaning that FRTA operates less than one hundred and one (101) revenue vehicles<sup>16</sup>. FRTA did not develop their own TAM plan, and instead, opted to be included in MassDOT's Group Plan. MassDOT's Group Plan consists of FRTA and the Mashpee Wampanoag Tribe, and therefore all targets in the three asset categories are inclusive of both systems' asset inventories. The Tribe does not submit the asset inventory data to NTD until April of each year, so the performance measures included in this report are only indicative of FRTA's assets.

<sup>10</sup> International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

<sup>11</sup> Jenks, C.W. (n.d.). A summary of TCRP Report 88: A guidebook for developing a transit performance measurement system. *Transit Cooperative Research Program*. pgs. 1-24.

<sup>12</sup> Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

<sup>13</sup> Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

<sup>14</sup> Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

<sup>15</sup> Federal Transit Administration ([https://www.transit.dot.gov/TAM/gettingstarted/TierI-II\\_workflow](https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow))

<sup>16</sup> Federal Transit Administration ([https://www.transit.dot.gov/TAM/gettingstarted/TierI-II\\_workflow](https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow))

As required by the MOU, each RTA is to report once per year if they met or did not meet the targets identified in the respective TAM plans by providing a copy of the Asset Inventory Module (AIM) reports as submitted to NTD. The data is aggregated and included in the *Asset Management Performance Metric Analysis* section of this progress report. The aggregated data includes the target for the fiscal year, the actual performance, and the resulting difference for each asset class within the three asset categories. In a similar manner to the Universal Metrics, a color-coded formatting provides an easy reference for determining whether an RTA has met or did not meet a TAM Plan identified target.

It is important to note that the asset management data in this progress report is still under review with NTD. NTD undergoes an extensive post-submission validation process, resulting in many agencies receiving final approval on their submitted reports as late as April or May of the following year. Therefore, the current performance, while unlikely, is subject to change before official publication by NTD.

## COVID-19 Impacts on RTA Performance

Beginning in Winter 2020, the SARS-CoV-2 coronavirus (COVID-19) pandemic had begun spreading throughout the world and impacting many facets of life, including school, work, shopping, and travel. In addition to individual actions, Governor Baker first declared a State of Emergency on March 11, 2020, followed by an order to all non-essential businesses to close their physical workplaces on March 24. As a result of these efforts to reduce virus transmission, travel activity declined significantly, including travel by transit.<sup>17 18</sup>

Over the course of the Spring and Summer, the Commonwealth has progressed through a phased re-opening process, but travel activity has continued to be significantly impacted, particularly travel by transit. At the Massachusetts Bay Transportation Authority (MBTA) August 24, 2020 Fiscal and Management Control Board Meeting, MBTA leadership cited the following COVID-19 FY20 impacts on the Authority as well as on transit systems around the country:<sup>19</sup>

- The MBTA saw a \$151M (22%) loss in fare revenue in FY20 relative to budget with a projected \$524M (74%) fare revenue loss in FY21 with ridership down as much as 90% from last year.
- The American Public Transportation Association (APTA) has found that almost one-third of public transit agencies have been forced to furlough employees or are planning future furloughs
- Also, per APTA, more than one-third of public transit agencies have had to delay capital projects and nearly one in five agencies have shifted funds from their capital budget to their operating budget

Additionally, the ENO Foundation recently stated in its Propel Magazine Fall 2020 Issue that “The Coronavirus pandemic has delivered a gut-punch to most transit agencies in North America. Ridership and its attendant farebox recovery have plummeted by 50-90%...”<sup>20</sup>

For the FY20 period ending June 30, 2020, the fifteen RTAs in Massachusetts have experienced similar negative impacts on operations and ridership as shown in performance tables for each system. The data included in the analysis section of this report illustrates that the pandemic did not significantly affect operations until March, as the number of Unlinked Passenger Trips (UPT) for both modes of transit across all RTAs increased from January to February, but then declined by 32% between February and March (Figure 1). A drastic drop in ridership of 64% was seen between March and April, following the stay-at-home order and the reduction of travel activity. From April to May, UPT increased slightly by 13%, followed by an increase of 33% from May to June (for more information on pre- and post-pandemic data comparison, see *Appendix C*).

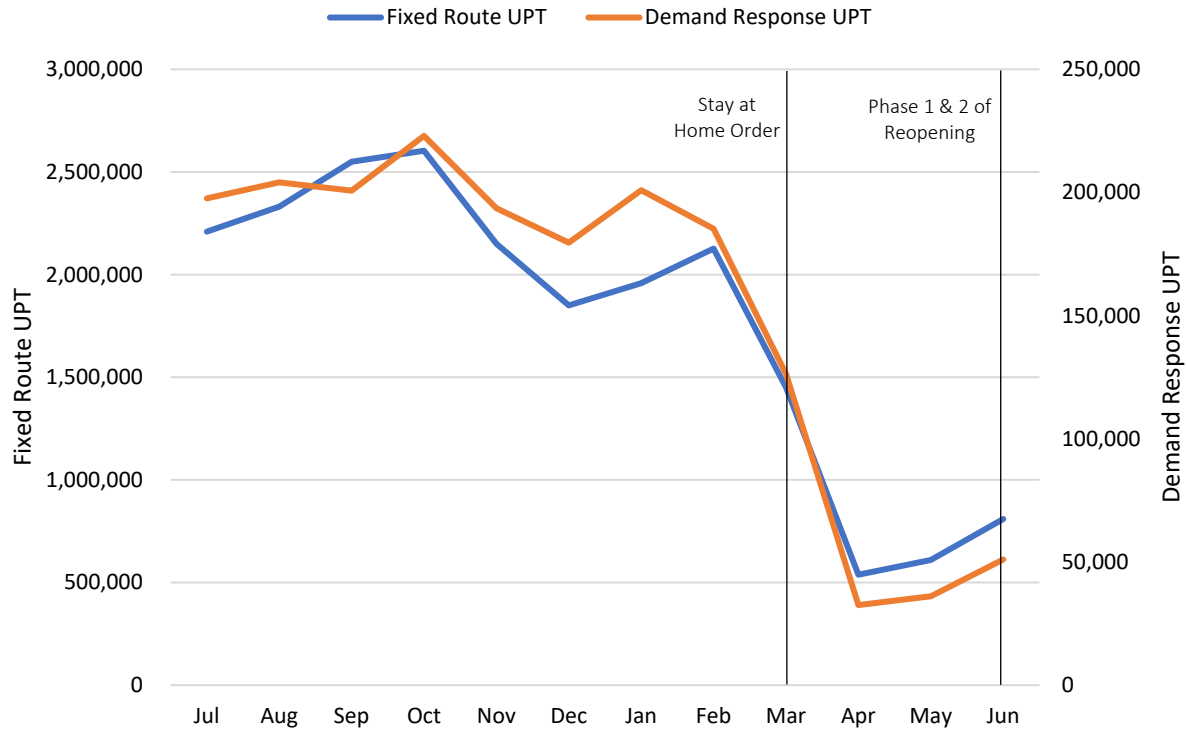
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<sup>17</sup> <https://www.enotrans.org/article/covids-differing-impact-on-transit-ridership/>

<sup>18</sup> <https://usa.streetsblog.org/2020/04/30/covid-19-hasnt-impacted-bus-ridership-which-creates-a-huge-post-crisis-challenge/>

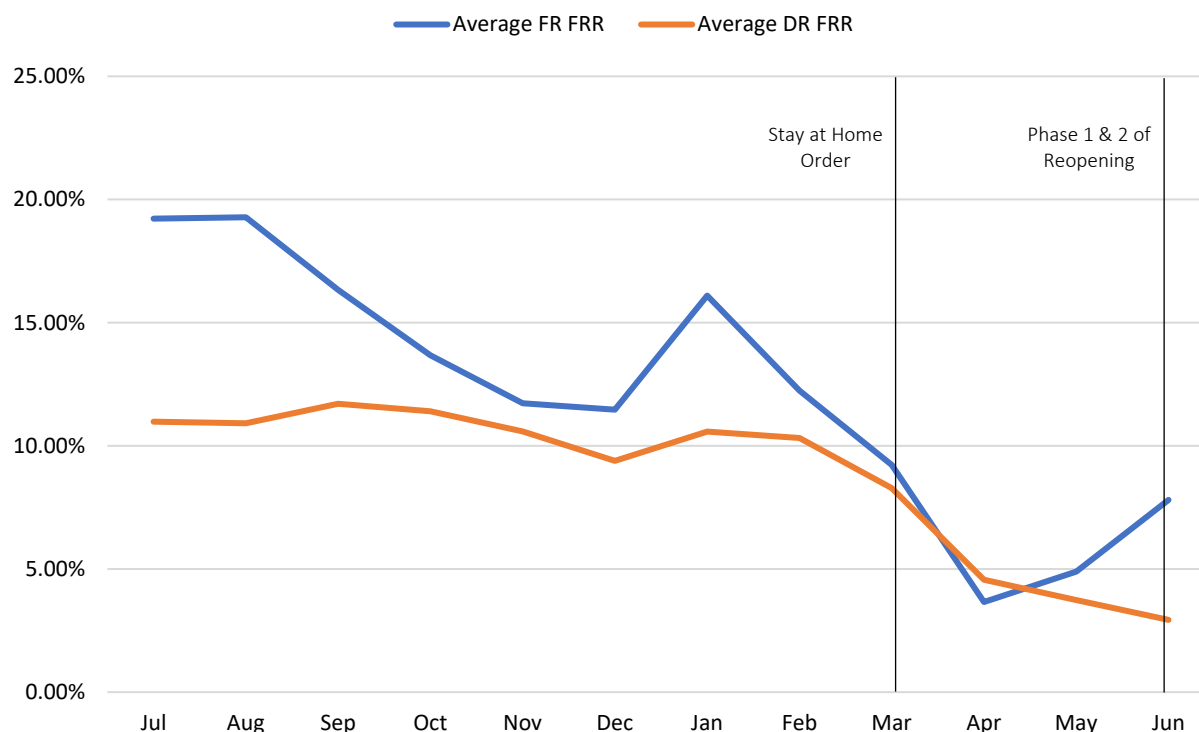
<sup>19</sup> MBTA Fiscal Management and Control Board Meeting August 24, 2020

<sup>20</sup> ENO Foundation Fall 2020 Propel Issue Page 5.



**Figure 1: Total RTA FY2020 Fixed Route & Demand Response ridership (UPT)**

Many RTAs also suspended fare collections during the peak of the COVID-19 pandemic, while maintaining reduced operations. During the height of the pandemic, pausing fare collections reduced driver and passenger exposure to virus transmission but did also impact the Farebox Recovery Ratio (FRR), as shown in Figure 2. By April, FRR for both modes of transit had dropped below 5%. Fare collection was able to resume following the installation of safety precautions such as driver barriers on transit vehicles, though the timeline for reinstating fares varied from RTA to RTA. While fixed route fare collection increased through the end of the fiscal year, demand response fare collection continued to decline.



**Figure 2: Average Fixed route & Demand Response FY2020 FRR Across All RTAs**

In conclusion, although FY20 performance metrics for RTAs showed significant negative impacts from March through June 2020 because of the COVID-19 pandemic, MassDOT and the RTAs worked closely together during that period to ensure that essential services continue to be delivered to communities across the Commonwealth safely and in compliance with the Governor’s pandemic directives. Priorities have and continue to include ensuring that all of the Commonwealth’s COVID-19 public health guidelines are followed, including the provision of PPE for employees and masking and social distancing for riders and reliance on data to provide real time service adjustments given fluctuating demand.

Data, such as ridership by individual routes, staffing availability, and input from local businesses, educational institutions and other stakeholders on their re-opening plans continue to be critical to making service supply decisions as the Commonwealth responds to the pandemic and moves through the COVID-19 re-opening phases. To strengthen financial sustainability, MassDOT and the RTAs will also continue to collaborate to ensure the safe fare collection on vehicles, and the efficient utilization of the significant resources available from the Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding to mitigate the reduced fare revenue and cost increases related to COVID-19 (see *Appendix D* for more information related to CARES Act funding allocations). While it is unfortunate that the COVID-19 pandemic had significant impacts on the first year of data collection for the performance management program, MassDOT believes that this shows the importance of the program itself, as it has enabled the RTAs to continue to make data-driven decisions and optimize services in response to shifting demand during the pandemic.

MassDOT and RTAs are also evaluating COVID-19 Pandemic impacts through the Comprehensive Regional Transit Service Plan (CRTP) Updates which are expected to be available for each RTA in early 2021. These updates will be reflective of the impact the pandemic has had on all aspects of the RTAs' transportation networks and the uncertain future ahead. The approach to developing recommendations will allow flexibility in implementation depending on the timeline of ridership and economic rebound coming out of the pandemic. Recommendations will be discussed in terms of core needs, which will be important regardless of the speed of ridership rebound.

Moving forward through FY21, there are many uncertainties on the timing and level of recovery for the transit industry. It is difficult to predict at what levels ridership and revenue will stabilize to as RTAs contend with the COVID-19 pandemic's impact on demand from transit's traditional ridership base. Critical questions remain such as when traditionally reliable customers such as students and office personnel will return to their physical locations, and when a vaccine will be widely available to offer riders renewed confidence to share vehicle space. Moreover, variables such as how long RTAs will need to adhere to pandemic protocols like providing PPE and deploying intensive cleaning practices, as well as social distancing on vehicles will be critical to financial sustainability concerns. Although MassDOT has not completed its evaluation of the first quarter FY2021 ridership data, early indications are that ridership is beginning to rebound across the RTAs with many seeing recovery to about 60% of pre-pandemic levels. However, with so much uncertainty remaining regarding COVID-19 related future impacts to the transit industry, MassDOT and the RTAs are keenly aware of the continuing need to work together to use data to monitor transit demand in their regions, and identify innovative, nimble, efficient, data driven and sustainable solutions that will future proof the vital services the RTAs provide to their communities.





“Universal” Performance Metric Analysis

Unlinked Passenger Trips (UPT)

**Unlinked Passenger Trips (UPT):** this metric represents the total passenger boardings across an agency’s operations, no matter how many vehicles the person may have used to travel from origin to destination. UPT is critical to understanding ridership trends and travel demand. Because the target value for UPT is reported as an accumulation (accum.) over the fiscal year, the year-to-date actual UPT values were compared against their respective target values. Those UPT values that were calculated to be **less than 100% of the target value were formatted red**, and those UPT values that were calculated to be **more than 100% of the target value were formatted in green**. This metric was calculated for Fixed Route service, Demand Response service, as well as System Wide.

FY20 Fixed Route Unlinked Passenger Trips (UPT)   15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	2,405,040	199,117	211,340	232,952	643,409	255,408	219,066	189,218	663,692	192,481	197,473	131,518	521,472	43,714	46,121	68,789	158,624	1,987,197	2,432,457	81.70%
BRTA	533,095	45,457	47,963	42,992	136,412	46,522	40,588	38,125	125,235	41,019	40,063	32,327	113,409	15,398	16,900	22,376	54,674	429,730	512,838	83.79%
CATA	192,864	21,380	19,166	20,395	60,941	19,847	15,120	12,809	47,776	14,359	13,129	9,960	37,448	4,149	7,565	9,623	21,337	167,502	198,650	84.32%
CCRTA	614,144	159,562	167,171	57,758	384,491	48,217	39,171	33,138	120,526	29,545	36,515	27,249	93,309	11,559	15,088	26,908	53,555	651,881	620,285	105.09%
FRTA	126,308	11,410	9,052	14,416	34,878	11,129	9,075	8,204	28,408	9,266	9,625	7,524	26,415	934	848	1,523	3,305	93,006	128,834	72.19%
GATRA	729,400	56,095	59,797	55,463	171,355	59,189	56,340	53,791	169,320	54,592	53,575	38,721	146,888	16,056	17,358	22,270	55,684	543,247	768,450	70.69%
LRTA	1,411,149	98,412	102,147	120,887	321,446	133,488	111,960	95,578	341,026	107,552	103,017	73,064	283,633	22,123	24,069	32,348	78,540	1,024,645	1,485,940	68.96%
MART	537,050	34,426	37,226	54,030	125,682	59,944	50,397	40,510	150,851	41,699	47,006	30,492	119,197	13,668	15,332	18,698	47,698	443,428	547,791	80.95%
MVRTA	1,949,819	171,646	177,076	171,567	520,289	177,526	153,925	136,175	467,626	150,713	145,461	103,068	399,242	32,185	24,922	57,200	114,307	1,501,464	1,959,569	76.62%
MWRTA	557,945	33,335	34,499	66,848	134,682	72,907	63,387	48,445	184,739	48,885	51,745	34,104	134,734	5,707	7,980	10,416	24,103	478,258	560,000	85.40%
NRTA	287,493	80,489	81,434	26,310	188,233	11,249	5,742	5,508	22,499	4,668	4,097	3,415	12,180	1,426	2,728	8,524	12,678	235,590	320,000	73.62%
PVTA	10,570,619	591,294	636,125	1,042,851	2,270,270	1,107,187	892,199	747,603	2,746,989	775,490	976,678	592,072	2,344,240	220,977	251,182	298,101	770,260	8,131,759	10,600,000	76.71%
SRTA	2,678,002	205,451	216,000	252,173	673,624	268,559	228,006	205,772	702,337	237,244	219,957	164,015	621,216	61,823	71,975	94,284	228,082	2,225,259	2,687,760	82.79%
VTA	1,347,337	246,316	269,351	135,159	650,826	63,903	34,038	23,053	120,994	21,433	20,366	16,042	57,841	6,971	14,647	40,504	62,122	891,783	1,354,074	65.86%
WRTA	3,131,000	254,874	262,897	256,185	773,956	268,335	231,000	211,694	711,029	229,028	207,600	186,590	623,218	81,288	93,391	98,038	272,717	2,380,920	3,150,000	75.58%

FY20 Demand Response Unlinked Passenger Trips (UPT)   15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	167,843	14,828	15,014	13,708	43,550	15,334	13,308	12,882	41,524	13,845	12,212	8,012	34,069	2,840	2,597	3,236	8,673	127,816	168,312	75.94%
BRTA	28,300	2,202	2,187	2,276	6,665	2,552	2,172	1,892	6,616	2,196	1,930	1,430	5,556	716	713	852	2,281	21,118	27,518	76.74%
CATA	29,116	2,445	2,653	2,349	7,447	2,729	2,448	2,636	7,813	2,695	2,381	1,748	6,824	628	673	992	2,293	24,377	29,989	81.29%
CCRTA	457,105	45,337	46,175	43,985	135,497	47,745	42,069	41,239	131,053	44,414	39,968	24,114	108,496	3,884	4,375	6,559	14,818	389,864	457,105	85.29%
FRTA	27,400	1,906	1,875	2,137	5,918	2,332	2,037	1,850	6,219	2,073	1,828	1,406	5,307	699	787	809	2,295	19,739	27,948	70.63%
GATRA	307,650	25,838	26,620	24,353	76,811	26,412	23,329	22,527	72,268	25,362	23,429	13,623	62,414	4,320	3,995	6,684	14,999	226,492	320,100	70.76%
LRTA	111,166	9,377	9,839	9,441	28,657	9,964	8,327	7,311	25,602	8,735	8,041	5,175	21,951	1,619	1,677	2,591	5,887	82,097	111,722	73.48%
MART	396,422	30,636	33,169	30,438	94,243	35,222	30,971	27,556	93,749	30,625	27,727	27,393	85,745	5,292	6,737	8,723	20,752	294,489	404,350	72.83%
MVRTA	87,015	7,244	7,952	7,645	22,841	8,480	7,278	6,621	22,379	8,030	7,426	4,807	20,263	1,566	1,761	2,348	5,675	71,158	87,885	80.97%
MWRTA	212,228	11,705	12,128	17,013	40,846	20,304	17,411	16,560	54,275	15,650	16,843	9,651	42,144	1,644	1,914	3,175	6,733	143,998	212,228	67.85%
NRTA	7,361	325	338	312	975	340	343	273	956	329	410	202	941	0	0	46	46	2,918	7,450	39.17%
PVTA	261,007	20,896	21,212	22,598	64,706	24,622	20,477	17,659	62,758	22,264	20,619	13,144	56,027	3,372	4,094	5,633	13,099	196,590	261,007	75.32%
SRTA	66,463	8,407	8,425	7,982	24,814	8,577	7,735	7,364	23,676	7,852	7,605	5,720	21,177	2,878	2,986	3,993	9,857	79,524	79,381	100.18%
VTA	13,160	980	1,079	1,008	3,067	1,137	777	987	2,901	1,069	836	508	2,413	57	75	97	229	8,610	13,230	65.08%
WRTA	184,000	15,470	15,416	15,513	46,399	17,226	14,899	12,239	44,364	15,810	14,046	9,340	39,196	2,995	3,708	5,303	12,006	141,965	185,000	76.74%

FY20 Systemwide Unlinked Passenger Trips (UPT)   15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	2,572,883	213,945	226,354	246,660	686,959	270,742	232,374	202,100	705,216	206,326	209,685	139,530	555,541	46,554	48,718	72,025	167,297	2,115,013	2,600,769	81.32%
BRTA	561,395	47,659	50,150	45,268	143,077	49,074	42,760	40,017	131,851	43,215	41,993	33,757	118,965	16,114	17,613	23,228	56,955	450,848	540,356	83.44%
CATA	221,980	23,825	21,819	22,744	68,388	22,576	17,568	15,445	55,589	17,054	15,510	11,708	44,272	4,777	8,238	10,615	23,630	191,879	228,639	83.92%
CCRTA	1,165,140	214,345	222,699	110,799	547,843	105,837	90,370	83,399	279,606	83,849	85,564	58,335	227,748	18,670	23,203	38,202	80,075	1,135,272	1,176,791	96.47%
FRTA	153,708	13,316	10,927	16,553	40,796	13,461	11,112	10,054	34,627	11,339	11,453	8,930	31,722	1,633	1,635	2,332	5,600	112,745	156,782	71.91%
GATRA	1,037,050	81,933	86,417	79,816	248,166	85,601	79,669	76,318	241,588	79,954	77,004	52,344	209,302	20,376	21,353	28,954	70,683	769,739	1,088,550	70.71%
LRTA	1,522,315	107,789	111,986	130,328	350,103	143,452	120,287	102,889	366,628	116,287	111,058	78,239	305,584	23,742	25,746	34,939	84,427	1,106,742	1,597,662	69.27%
MART	933,472	65,062	70,395	84,468	219,925	95,166	81,368	68,066	244,600	72,324	74,733	57,885	204,942	18,960	22,069	27,421	68,450	737,917	952,141	77.50%
MVRTA	2,036,834	178,890	185,028	179,212	543,130	186,006	161,203	142,796	490,005	158,743	152,887	107,875	419,505	33,751	26,683	59,548	119,982	1,572,622	2,047,454	76.81%
MWRTA	770,173	45,040	46,627	83,861	175,528	93,211	80,798	65,005	239,014	64,535	68,588	43,755	176,878	7,351	9,894	13,591	30,836	622,256	772,228	80.58%
NRTA	294,854	80,814	81,772	26,622	189,208	11,589	6,085	5,781	23,455	4,997	4,507	3,617	13,121	1,426	2,728	8,570	12,724	238,508	327,450	72.84%
PVTA	10,831,626	612,190	657,337	1,065,449	2,334,976	1,131,809	912,676	765,262	2,809,747	797,754	997,297	605,216	2,400,267	224,349	255,276	303,734	783,359	8,328,349	10,861,007	76.68%
SRTA	2,744,465	213,858	224,425	260,155	698,438	277,136	235,741	213,136	726,013	245,096	227,562	169,735	642,393	64,701	74,961	98,277	237,939	2,304,783	2,767,141	83.29%
VTA	1,360,497	247,296	270,430	136,167	653,893	65,040	34,815	24,040	123,895	22,502	21,202	16,550	60,254	7,028	14,722	40,601	62,351	900,393	1,367,304	65.85%
WRTA	3,315,000	270,344	278,313	271,698	820,355	285,561	245,899	223,933	755,393	244,838	221,646	195,930	662,414	84,283	97,099	103,341	284,723	2,522,885	3,335,000	75.65%

Notes:

CCRTA's systemwide data points includes Demand Taxi.

FY2020 Q1 – Q4 UPT Key Takeaways:

*Fixed Route*

- CCRTA was the only RTA whose fixed route UPT exceeded its target value.
- Six (6) RTAs were within 20 percentage points of their respective target fixed route UPT values.
- Eight (8) RTAs had year-end UPT totals that were between 65% and 80% of their respective fixed route target values.

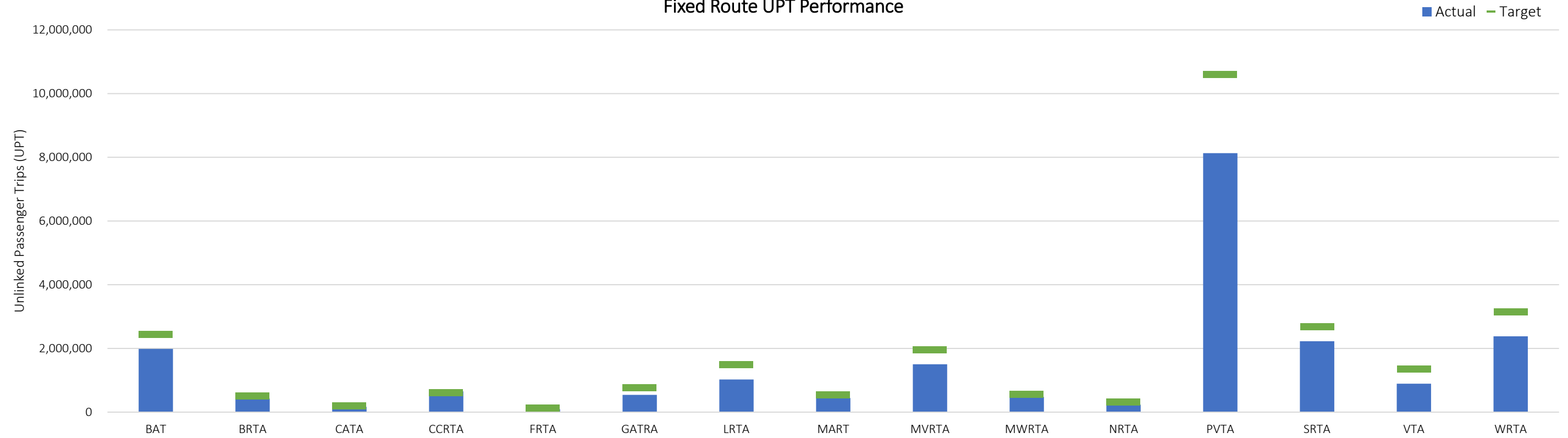
*Demand Response*

- SRTA was the only RTA whose demand response UPT exceeded its target value.
- Three (3) RTAs were within 20 percentage points of their target demand response UPT values.
- 10 RTAs had year-end UPT values that were between 65% and 80% of their respective target values; one (1) RTA's year-end UPT was less than 40% of its demand response target value.

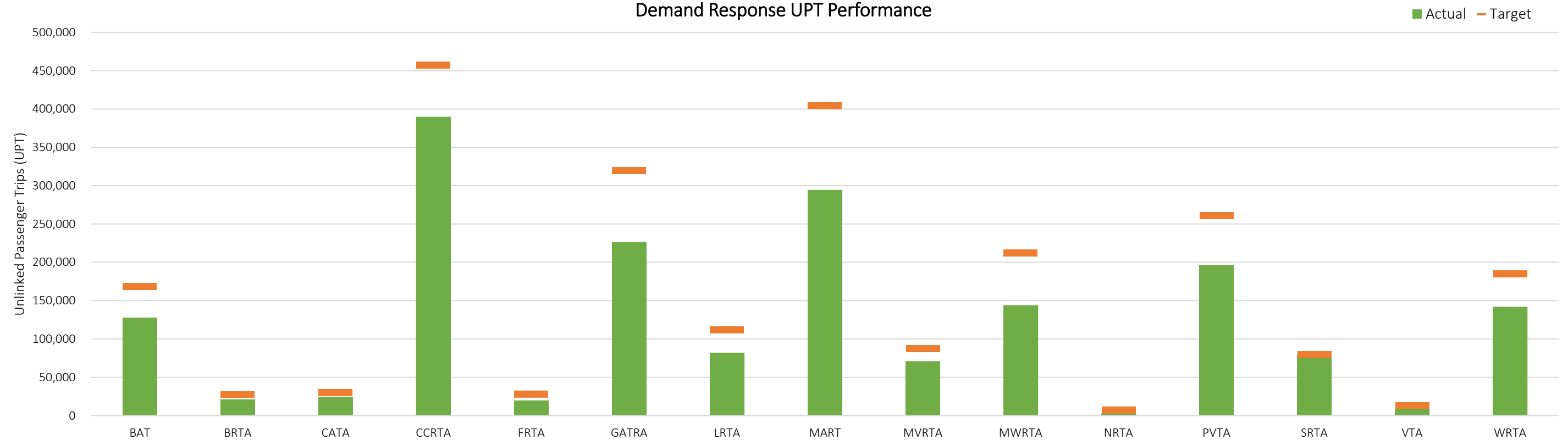
*System Wide*

- Each of the RTAs System Wide FY2020 UPT was less than their respective target values and CCRTA was the only RTA whose year-end System Wide UPT was within 5% of its target value.
- Five (5) RTAs were within 20 percentage points of their respective year-end System Wide target UPT values.
- Nine (9) RTAs had year-end System Wide UPT that were between 65% and 80% of their respective target values.

Fixed Route UPT Performance



Demand Response UPT Performance



### UPT / Vehicle Revenue Mile (VRM)

**Unlinked Passenger Trips per Revenue Mile (UPT / VRM):** This metric is a measure of productivity and is helpful to understand ridership activity on a per mile basis, and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total UPT. The actual and target values were compared by calculating the **% difference (variance)** of the actual versus the milestone/target. The calculated values were formatted **red for negative variance** and **green for positive variance**.

FY20 Fixed Route UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)   7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.56	0.54	0.55	0.55	0.55	0.55	0.50	0.45	0.50	0.52	0.52	0.39	0.48	0.27	0.30	0.33	0.30	0.47	0.51	-8.61%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.36	0.41	0.42	0.43	0.42	0.42	0.43	0.40	0.42	0.39	0.41	0.29	0.36	0.16	0.19	0.24	0.19	0.36	0.42	-14.33%
LRTA																				
MART	0.78	0.50	0.53	0.74	0.59	0.76	0.72	0.58	0.69	0.58	0.69	0.47	0.58	0.24	0.29	0.33	0.29	0.55	0.80	-30.89%
MVRTA																				
MWRTA																				
NRTA	1.40	1.31	1.43	1.10	1.32	0.70	0.42	0.38	0.51	0.32	0.30	0.24	0.29	0.11	0.16	0.38	0.24	0.84	1.20	-30.16%
PVTA	2.10	1.65	1.74	2.41	1.96	2.38	2.19	1.84	2.15	1.93	2.27	1.54	1.93	0.78	0.92	1.07	0.92	1.81	2.08	-12.73%
SRTA																				
VTA	1.11	1.86	1.81	1.28	1.68	1.15	0.65	0.64	0.84	0.52	0.58	0.42	0.51	0.19	0.28	0.62	0.40	1.12	1.18	-5.36%
WRTA	1.60	1.57	1.59	1.70	1.62	1.61	1.54	1.35	1.50	1.43	1.40	1.26	1.37	0.92	1.10	1.00	1.00	1.42	1.60	-11.39%

FY20 Demand Response UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)   7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.10	0.09	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.11	0.10	0.10	0.10	0.10	0.09	5.23%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.20	0.18	0.18	0.19	0.18	0.18	0.18	0.18	0.18	0.18	0.18	0.16	0.18	0.14	0.14	0.15	0.14	0.18	0.23	-23.25%
LRTA																				
MART	0.16	0.16	0.17	0.16	0.17	0.17	0.17	0.17	0.17	0.16	0.16	0.23	0.18	0.13	0.13	0.14	0.13	0.17	0.16	5.16%
MVRTA																				
MWRTA																				
NRTA	0.26	0.33	0.33	0.28	0.31	0.26	0.26	0.23	0.25	0.24	0.28	0.24	0.25	0.00	0.00	0.75	0.75	0.27	0.30	-9.35%
PVTA	0.09	0.09	0.09	0.10	0.09	0.10	0.09	0.10	0.10	0.10	0.09	0.09	0.10	0.08	0.08	0.08	0.08	0.09	0.09	-0.06%
SRTA																				
VTA	0.11	0.06	0.10	0.12	0.09	0.14	0.10	0.12	0.12	0.14	0.14	0.13	0.14	0.06	0.12	0.02	0.04	0.11	0.12	-13.08%
WRTA	0.20	0.16	0.15	0.16	0.16	0.15	0.16	0.15	0.15	0.16	0.15	0.14	0.15	0.12	0.12	0.12	0.12	0.15	0.20	-25.28%

FY20 Systemwide UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)   4 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.45	0.44	0.46	0.45	0.45	0.44	0.42	0.38	0.41	0.43	0.43	0.35	0.40	0.25	0.28	0.30	0.28	0.40	0.42	-4.40%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.28	0.30	0.30	0.31	0.30	0.30	0.30	0.29	0.30	0.28	0.30	0.24	0.28	0.15	0.18	0.21	0.18	0.28	0.33	-16.48%
LRTA																				
MART	0.29	0.25	0.27	0.32	0.28	0.33	0.32	0.30	0.32	0.27	0.31	0.31	0.30	0.19	0.21	0.23	0.21	0.29	0.30	-3.38%
MVRTA																				
MWRTA																				
NRTA																				
PVTA	1.39	1.05	1.11	1.59	1.26	1.57	1.47	1.29	1.45	1.27	1.54	1.15	1.33	0.70	0.80	0.88	0.79	1.27	1.38	-8.14%
SRTA																				
VTA																				
WRTA																				

*Notes:*

*VTA's quarterly subtotals and YTD actuals are averages.*

**FY2020 Q1 – Q4 UPT / VRM Key Takeaways:**

*Note that based on the MOU agreements, not every RTA submitted UPT/VRM metrics for Fixed Route, Demand Response, and System Wide operations.*

*Fixed Route*

- All seven (7) of the RTAs that reported this metric had year-end FY2020 UPT/VRM values under their target value.
- Two (2) of the seven RTAs fell short of their target UPT/VRM values by 10% or less.
- Three (3) of the seven RTAs fell short of their target UPT/VRM values by between 10% and 15%.
- The remaining two (2) RTAs UPT/VRM values were approximately 30% below their respective FY 2020 target values.

*Demand Response*

- Two of the (2) of the seven (7) RTAs had UPT/VRM values that exceeded their target values, with a third RTA that was within 0.06% of its target value.
- Two (2) RTAs had year-end UPT/VRM values that were 10% and 15% below their respective target values.
- The remaining two (2) RTAs had UPT/VRM values that were approximately 25% below their respective year-end demand response target values.

*System Wide*

- Two (2) of the four RTAs that reported this metric had UPT/VRM values that were within 5% of their respective FY2020 year-end System Wide UPT / VRM values.
- One (1) RTA had a UPT/VRM value that was between 5% and 10% less than its FY2020 year-end System Wide value.
- One (1) RTA had a UPT/VRM value that was between 15% and 20% less than its FY2020 year-end System Wide value.

Comparative graphs were not included for this metric, as the inclusion of an UPT/VRM target and baseline in the MOU varied.



### UPT / Vehicle Revenue Hour (VRH)

**Unlinked Passenger Trips per Revenue Hour (UPT / VRH):** This metric is a measure of productivity and is helpful to understand how intense ridership activity is on a per unit of time basis, and is calculated by dividing the total number of revenue hours (the total number of hours a vehicle is in revenue service) into the UPT. The actual and target values were compared by calculating the **% difference (variance)** of the actual against the **milestone/target value**, formatted **red for negative variance** and **green for positive variance**.

FY20 Fixed Route UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)   15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	22.27	23.03	23.91	24.96	23.99	24.86	25.43	21.23	23.87	21.65	20.95	17.17	20.07	7.85	8.50	12.35	9.58	20.45	22.57	-9.38%
BRTA	9.69	8.80	9.07	9.07	8.97	9.00	8.71	7.72	8.48	9.25	9.18	7.41	8.62	5.79	6.29	5.76	5.92	8.21	8.71	-5.73%
CATA	13.38	12.14	10.41	13.47	11.91	13.43	11.12	8.54	11.01	10.24	9.80	7.48	9.19	3.32	3.07	3.77	3.41	8.46	14.15	-40.18%
CCRTA	6.13	15.84	14.58	8.67	13.63	8.15	7.01	5.78	6.99	5.01	6.86	5.55	5.79	3.82	4.10	4.20	4.08	8.73	6.19	40.98%
FRTA	8.52	7.69	6.33	10.71	8.19	4.00	3.85	3.36	3.75	6.48	7.79	5.67	6.62	1.88	2.18	2.54	2.23	5.37	8.69	-38.20%
GATRA	5.90	7.60	7.79	7.89	7.76	7.73	7.82	6.84	7.45	7.21	7.51	5.66	6.82	3.06	3.59	4.54	3.72	6.68	6.30	6.01%
LRTA	15.70	12.56	12.74	15.98	13.73	16.07	13.48	12.29	13.98	13.62	13.79	9.60	12.34	4.39	5.43	6.60	5.46	12.03	15.78	-23.75%
MART	11.77	8.39	8.74	11.64	9.67	11.69	11.26	9.18	10.76	9.26	10.63	7.48	9.17	3.94	4.50	5.22	4.56	8.79	12.01	-26.83%
MVRTA	15.43	15.51	15.62	16.64	15.91	16.05	15.08	12.43	14.51	14.30	14.67	9.45	12.73	3.24	2.60	5.60	3.84	11.91	15.51	-23.19%
MWRTA	6.98	4.88	5.00	7.93	6.08	7.85	7.73	6.02	7.23	6.07	6.01	4.57	5.58	1.27	1.81	2.03	1.72	5.57	6.98	-20.21%
NRTA	14.50	15.52	15.48	11.77	14.84	8.10	4.93	4.31	5.87	3.72	3.52	2.74	3.32	1.21	1.94	4.44	2.82	9.55	15.50	-38.41%
PVTA	27.83	21.48	22.58	31.97	25.71	31.62	29.11	24.30	28.49	25.46	30.14	20.40	25.51	10.36	12.18	13.98	12.17	23.92	27.89	-14.24%
SRTA	21.59	18.98	19.69	24.36	20.95	23.81	22.59	19.70	22.07	21.51	21.89	16.79	20.14	10.03	11.78	14.23	12.07	19.57	20.94	-6.54%
VTA	18.90	25.20	26.28	20.41	24.43	18.05	10.32	10.33	13.34	9.22	9.55	7.12	8.62	3.08	4.18	9.72	6.25	17.03	19.20	-11.29%
WRTA	19.00	18.60	18.76	19.95	19.08	18.97	18.17	15.82	17.67	16.81	16.25	14.79	15.97	11.73	14.17	12.81	12.88	16.89	19.00	-11.13%

FY20 Demand Response UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)   15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	2.46	2.65	2.69	2.58	2.64	2.62	2.60	2.49	2.57	2.53	2.49	1.63	2.23	0.71	0.70	0.82	0.74	2.14	2.47	-13.16%
BRTA	1.27	1.19	1.20	1.26	1.22	1.30	1.24	1.15	1.24	1.30	1.29	1.05	1.22	0.80	0.76	0.79	0.78	1.16	1.23	-6.25%
CATA	3.11	2.55	2.47	2.74	2.58	2.38	2.58	2.48	2.47	2.73	2.61	2.09	2.49	1.48	1.49	1.56	1.52	2.37	3.04	-22.14%
CCRTA	2.02	2.39	2.40	2.69	2.48	2.60	2.41	2.22	2.41	2.33	2.29	2.13	2.27	1.57	1.48	1.15	1.33	2.32	2.04	13.54%
FRTA	1.66	1.63	1.59	1.63	1.62	1.72	1.83	1.72	1.75	1.73	1.76	1.67	1.72	1.41	1.32	1.29	1.34	1.64	1.69	-2.69%
GATRA	2.50	2.04	2.34	2.21	2.19	2.34	2.38	2.31	2.34	2.18	2.37	1.61	2.08	1.34	1.55	1.82	1.58	2.15	2.70	-20.42%
LRTA	2.30	2.48	2.48	2.46	2.47	2.27	2.19	2.13	2.20	2.59	2.56	2.06	2.43	1.21	1.44	1.58	1.42	2.26	2.31	-2.33%
MART	2.37	2.52	2.68	2.23	2.47	2.66	2.70	2.66	2.67	2.50	2.53	3.29	2.72	1.70	1.93	2.03	1.90	2.54	2.42	5.29%
MVRTA	1.69	1.53	1.59	1.67	1.60	1.61	1.61	1.53	1.58	1.84	1.82	1.63	1.78	1.34	1.33	1.25	1.30	1.61	1.71	-5.86%
MWRTA	2.74	2.08	2.08	2.88	2.35	3.03	2.97	3.03	3.01	2.87	2.96	2.60	2.84	1.93	1.94	1.80	1.87	2.68	2.74	-2.36%
NRTA	2.50	1.85	2.15	2.04	2.01	2.04	2.12	1.98	2.05	1.87	2.37	1.80	2.04	0.00	0.00	0.10	0.10	1.55	2.90	-46.62%
PVTA	1.38	1.40	1.35	1.42	1.39	1.43	1.41	1.30	1.38	1.36	1.32	1.17	1.30	0.79	0.85	0.96	0.88	1.31	1.38	-4.82%
SRTA	1.99	2.33	2.31	2.32	2.32	2.34	2.26	2.17	2.26	2.28	2.25	1.92	2.16	1.58	1.58	1.74	1.64	2.15	1.93	11.41%
VTA	1.67	1.67	1.82	1.74	1.74	1.81	1.42	1.70	1.65	1.89	1.68	1.63	1.75	0.92	1.23	0.79	0.93	1.68	1.80	-6.83%
WRTA	2.30	2.33	2.25	2.31	2.29	2.29	2.27	2.10	2.23	2.26	2.21	1.90	2.14	1.37	1.59	1.65	1.55	2.15	2.30	-6.70%

FY20 Systemwide UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)   10 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	14.60	15.01	15.69	16.84	15.86	16.78	16.93	14.34	16.05	14.36	14.64	11.10	13.46	4.86	5.33	7.59	5.93	13.49	15.65	-13.78%
BRTA	7.27	6.80	7.06	6.92	6.92	6.88	6.68	6.08	6.55	7.05	7.17	5.90	6.72	4.54	4.85	4.68	4.69	6.38	6.64	-3.84%
CATA	9.63	8.75	7.48	9.59	8.54	8.60	7.61	6.03	7.42	7.14	6.89	5.40	6.50	2.86	2.83	3.33	3.04	6.38	9.57	-33.33%
CCRTA	2.86	5.84	5.82	3.63	5.19	0.20	0.19	0.18	0.19	2.56	2.88	2.72	2.71	2.45	2.52	2.48	2.48	0.67	2.89	-76.73%
FRTA	4.90	5.02	4.18	6.23	5.15	3.25	3.20	2.86	3.11	4.31	5.04	4.12	4.49	1.65	1.66	1.90	1.75	3.85	4.99	-22.94%
GATRA	4.20	4.08	4.53	4.42	4.34	4.52	4.68	4.33	4.51	4.17	4.52	3.42	4.06	2.40	2.88	3.37	2.89	4.12	4.50	-8.41%
LRTA																				
MART	4.43	4.00	4.23	4.62	4.30	5.18	5.10	4.61	4.98	4.32	4.86	4.67	4.60	2.88	3.20	3.47	3.20	4.44	4.52	-1.70%
MVRTA	17.12	11.33	11.33	12.03	11.55	11.39	10.94	9.35	10.57	10.65	10.92	7.78	9.81	3.04	2.45	4.93	3.52	9.24	17.22	-46.35%
MWRTA	4.90	3.62	3.67	5.85	4.44	5.83	5.75	4.81	5.49	4.78	4.80	3.92	4.54	1.37	1.84	1.97	1.75	4.45	4.90	-9.10%
NRTA																				
PVTA	19.02	14.41	14.99	21.98	17.32	21.65	20.20	17.25	19.81	17.05	20.76	15.02	17.76	8.77	10.04	11.17	10.02	17.00	19.07	-10.85%
SRTA																				
VTA																				
WRTA																				

Notes:

VTA's quarterly subtotals and YTD actuals are averages.

#### FY2020 Q1 – Q4 UPT / VRH Key Takeaways:

Note that based on the MOU agreements, not every RTA submitted UPT/VRH metrics for System Wide operations.

#### Fixed Route

- Two (2) of the fifteen RTAs had UPT/VRH values that exceeded (were better than) their target value, meaning they saw higher ridership on a per hour basis than their respective targets, a measure of ridership efficiency.
- Three (3) RTAs had UPT/VRH values that fell short of their respective year-end target values with a variance of less than 10%, and three (3) additional RTAs had UPT/VRH values that fell short by 10% - 15% of their respective target values.
- Four (4) RTAs had UPT/VRH values that were between 20% - 30% below their respective FY2020 year-end target values.
- Three (3) RTAs had UPT/VRH values that were approximately 40% below their respective FY2020 year-end target values.

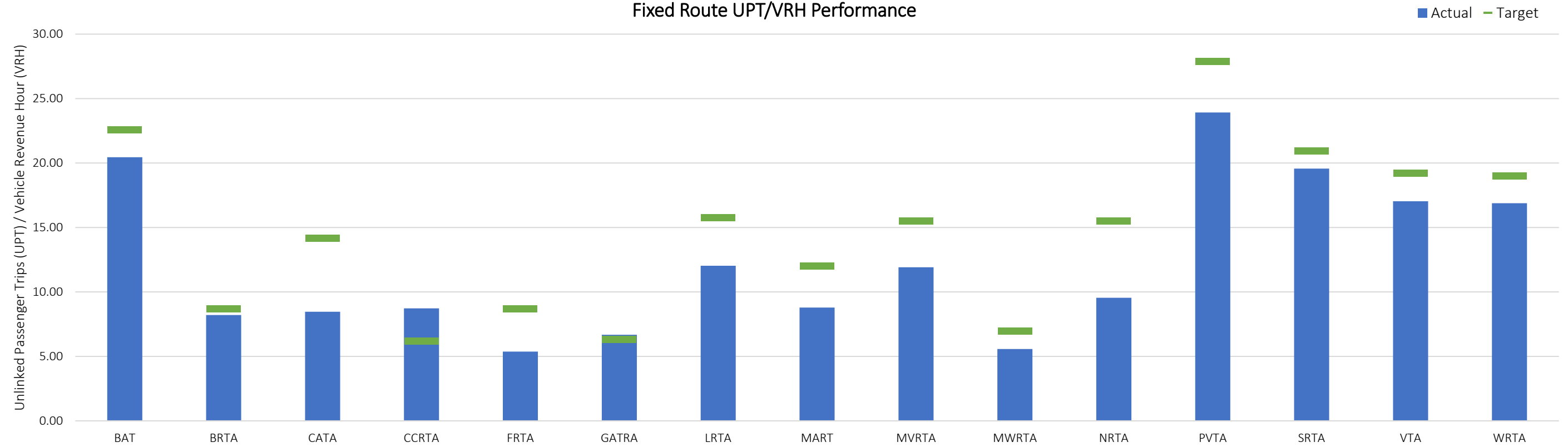
#### Demand Response

- Three (3) of the fifteen RTAs (20%) had UPT/VRH values that exceeded their respective target values.
- Four (4) of the RTAs had UPT/VRH values that were within 5% of their respective target value, and an additional four (4) RTAs had UPT/VRH values that were within 5% to 10% of their respective FY2020 target values.
- Of the remaining four RTAs, one had a UPT/VRH value less than 15% below its target value, two (2) had UPT/VRH values approximately 20% to 25% below their respective target values, and one had a UPT/VRH value of more than 45% below its respective target value.

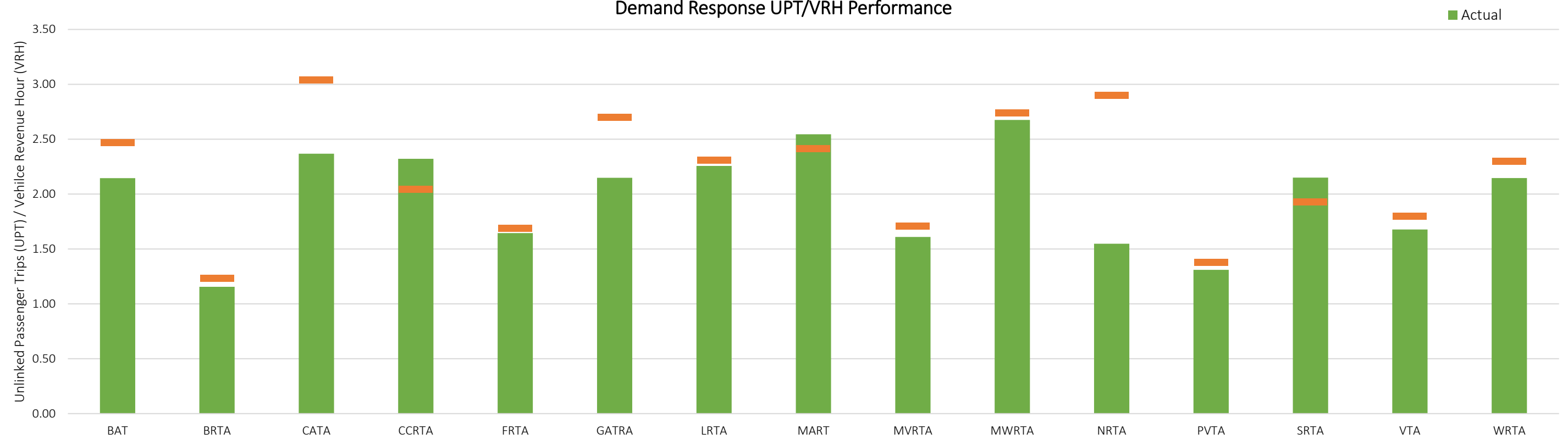
#### System Wide

- All ten (10) RTAs had UPT/VRH that reported System Wide UPT/VRH had values that were below their respective target values.
- Of these 10, two (2) had a variance of less than 5%, two (2) had a variance of between 5% and 10%, and two (2) had a variance of 10% and 15% below their respective FY2020 System Wide target values.
- The remaining three (3) RTAs all had System Wide UPT/VRH values that were at least 20% below their respective target values.

Fixed Route UPT/VRH Performance



Demand Response UPT/VRH Performance





### On-Time Performance (OTP)/Schedule Adherence

**On-time Performance / Schedule Adherence:** This metric is defined as the percentage of time that a transit vehicle arrives at a stop or other location within a prescribed time range of its schedule and helps to convey how vehicles meet their scheduled time points on routes. OTP is a reliability and service quality measure that helps to assess the passenger’s day-to-day experience with a transit agency. The actual and target OTP values were compared by calculating the percent difference (variance) between the two values. **Red values indicate on-time performance values that are lower than the target value while green values indicate on-time performance value that are higher than the target value.**

FY20 Fixed Route On-Time Performance (OTP)   12 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	97.33%	98.49%	98.47%	94.96%	97.31%	96.56%	95.67%	96.02%	96.08%	98.05%	99.00%	99.58%	98.88%	100.00%	100.00%	100.00%	100.00%	98.07%	97.50%	0.57%
BRTA	90.36%	90.08%	90.12%	90.07%	90.09%	90.26%	91.01%	91.03%	90.77%	90.60%	91.01%	94.92%	92.18%	94.31%	94.80%	93.64%	94.25%	91.82%	90.81%	1.01%
CATA																				
CCRTA	67.30%	49.90%	46.21%	59.01%	51.71%	81.55%	84.74%	85.66%	83.98%	93.69%	95.81%	95.21%	94.90%	80.34%	73.46%	79.96%	77.92%	77.13%	67.80%	9.33%
FRTA																				
GATRA	87.00%	86.00%	86.00%	87.00%	86.33%	87.00%	87.00%	89.60%	87.87%	85.00%	92.00%	96.00%	91.00%	100.00%	100.00%	100.00%	100.00%	91.30%	92.00%	-0.70%
LRTA	83.00%	82.84%	81.96%	77.25%	80.68%	80.00%	80.80%	78.10%	79.63%	83.26%	81.33%	90.25%	84.95%	86.90%	90.66%	88.92%	88.83%	83.52%	85.00%	-1.48%
MART																				
MVRTA	68.00%	71.30%	68.70%	65.20%	68.40%	64.00%	65.00%	73.00%	67.33%	77.80%	78.80%	82.20%	79.60%	86.80%	88.10%	86.90%	87.27%	75.65%	70.00%	5.65%
MWRTA	98.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.45%	97.00%	2.45%
NRTA	98.00%	92.00%	92.00%	98.00%	94.00%	92.00%	92.00%	98.00%	94.00%	100.00%	100.00%	98.00%	99.33%	99.00%	99.00%	98.00%	98.67%	96.50%	100.00%	-3.50%
PVTA	77.33%	76.84%	75.40%	71.68%	74.64%	73.59%	75.12%	74.32%	74.34%	77.73%	77.98%	79.13%	78.28%	81.19%	80.84%	80.63%	80.89%	77.04%	80.00%	-2.96%
SRTA	90.00%	82.82%	84.92%	79.59%	82.44%	80.65%	80.19%	79.73%	80.19%	85.22%	84.67%	84.10%	84.66%	89.21%	87.01%	84.85%	87.02%	83.58%	80.00%	3.58%
VTA	94.00%	80.00%	94.50%	97.50%	90.67%	97.50%	98.25%	99.50%	98.42%	99.50%	98.50%	96.50%	98.17%	96.50%	97.50%	98.00%	97.33%	96.15%	95.00%	1.15%
WRTA (Wkdy & Sat)	80.00%	82.83%	80.85%	76.96%	80.21%	79.00%	79.00%	78.00%	78.67%	81.56%	83.58%	83.74%	82.96%	84.46%	84.92%	85.13%	84.84%	81.67%	81.00%	0.67%
WRTA (Sun)	80.00%	83.88%	84.28%	85.73%	84.63%	83.00%	84.00%	85.00%	84.00%	82.90%	84.14%	82.84%	83.29%	81.55%	82.35%	82.55%	82.15%	83.52%	83.00%	0.52%

FY20 Demand Response On-Time Performance (OTP)   13 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	88.73%	87.85%	88.32%	84.44%	86.87%	84.95%	94.97%	84.90%	88.27%	87.60%	98.60%	90.02%	92.07%	97.61%	95.41%	94.40%	95.81%	90.76%	88.75%	2.01%
BRTA	95.95%	90.70%	94.10%	95.75%	93.52%	94.35%	96.30%	94.50%	95.05%	97.30%	97.20%	97.30%	97.27%	98.00%	98.00%	96.55%	97.52%	95.84%	96.00%	-0.16%
CATA																				
CCRTA	92.55%	88.70%	89.96%	92.07%	90.24%	92.07%	92.59%	92.37%	92.34%	93.69%	95.81%	95.21%	94.90%	94.08%	95.21%	97.49%	95.59%	93.27%	93.05%	0.22%
FRTA	76.59%	87.00%	89.00%	88.00%	88.00%	88.00%	85.00%	84.00%	85.67%	88.00%	87.00%	84.00%	86.33%	89.56%	89.86%	90.17%	89.86%	87.47%	78.12%	9.35%
GATRA	89.00%	91.00%	90.00%	90.00%	90.33%	85.00%	82.10%	84.00%	83.70%	91.20%	90.00%	94.50%	91.90%	100.00%	100.00%	100.00%	100.00%	91.48%	93.00%	-1.52%
LRTA	87.80%	94.02%	92.77%	92.90%	93.23%	92.73%	90.98%	93.78%	92.50%	91.66%	92.36%	94.40%	92.81%	99.05%	99.02%	98.04%	98.70%	94.31%	90.00%	4.31%
MART	96.30%	97.46%	97.05%	96.26%	96.92%	95.97%	96.80%	96.13%	96.30%	97.03%	97.63%	97.94%	97.53%	97.94%	98.43%	98.13%	98.17%	97.23%	96.78%	0.45%
MVRTA	98.00%	94.00%	94.00%	93.00%	93.67%	92.00%	91.00%	91.00%	91.33%	92.00%	95.65%	92.00%	93.22%	99.40%	98.00%	99.10%	98.83%	94.26%	98.00%	-3.74%
MWRTA	99.50%	99.37%	99.23%	98.01%	98.87%	97.90%	98.27%	96.94%	97.70%	99.90%	99.90%	99.90%	99.90%	100.00%	100.00%	100.00%	100.00%	99.12%	97.00%	2.12%
NRTA	92.50%	94.00%	92.00%	96.00%	94.00%	94.00%	92.00%	96.00%	94.00%	94.00%	93.00%	98.00%	95.00%	0.00%	0.00%	100.00%	33.33%	79.08%	95.00%	-15.92%
PVTA	82.00%	91.49%	93.31%	90.24%	91.68%	90.86%	90.13%	89.49%	90.16%	94.43%	94.23%	95.05%	94.57%	98.33%	98.03%	98.27%	98.21%	93.66%	90.00%	3.66%
SRTA	97.00%	98.26%	98.43%	97.71%	98.13%	98.13%	97.99%	98.07%	98.06%	98.94%	98.56%	97.47%	98.32%	98.44%	98.38%	98.04%	98.29%	98.20%	80.00%	18.20%
VTA	90.10%	82.00%	96.00%	98.00%	92.00%	91.20%	90.30%	90.70%	90.73%	90.90%	93.60%	93.50%	92.67%	99.50%	87.80%	92.40%	93.23%	92.16%	91.80%	0.36%
WRTA																				

FY20 Systemwide On-Time Performance (OTP)   5 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	96.81%	97.75%	97.80%	94.38%	96.64%	95.90%	95.06%	95.31%	95.42%	97.35%	98.34%	99.03%	98.24%	97.35%	98.34%	99.03%	98.24%	97.14%	96.98%	0.16%
BRTA	93.16%	90.39%	92.11%	92.91%	91.80%	92.31%	93.66%	92.77%	92.91%	93.95%	94.11%	96.11%	94.72%	96.16%	96.40%	95.10%	95.88%	93.83%	93.41%	0.42%
CATA																				
CCRTA																				
FRTA																				
GATRA																				
LRTA																				
MART																				
MVRTA	83.00%	82.65%	81.35%	79.10%	81.03%	78.00%	78.00%	82.00%	79.33%	84.90%	87.23%	87.10%	86.41%	93.10%	93.05%	93.00%	93.05%	84.96%	84.00%	0.96%
MWRTA	99.00%	99.19%	99.12%	98.51%	98.94%	98.45%	98.64%	97.97%	98.35%	99.90%	99.90%	99.90%	99.90%	99.95%	99.95%	99.95%	99.95%	99.28%	97.00%	2.28%
NRTA																				
PVTA	79.67%	82.54%	82.26%	78.25%	81.02%	79.75%	80.33%	79.06%	79.71%	83.75%	83.47%	83.46%	83.56%	83.35%	83.46%	84.05%	83.62%	81.98%	85.00%	-3.02%
SRTA																				
VTA																				
WRTA																				

**Notes:**

In the Fixed Route OTP table, there are two rows for WRTA. The top row includes weekday and Saturday OTP data, while the bottom row applies to Sunday service OTP.

CCRTA's systemwide data points includes Demand Taxi.

BAT and PVTA's systemwide data points are a weighted average.

**Q1 – Q4 OTP Key Takeaways:**

Note that based on the MOU agreements, not every RTA submitted On-Time metrics for Fixed Route, Demand Response, and System Wide operations.

*Fixed Route*

- Eight (8) of the twelve (12) RTAs that reported – 67% – had On-Time Performance percentages that exceeded (were better than) their target value, meaning their fixed route service vehicle arrived on time more often than set by the respective target value.
- Of the four (4) that did not exceed their respective year-end UPT target values, all had a variance of less than 5%.

*Demand Response*

- Nine (9) of the thirteen (13) RTAs (69%) that reported had On-Time Performance values that exceeded their target value.
- All but one of the other four (4) RTAs had On-Time Performance values that were within 5% of their respective FY2020 year target values.

*System Wide*

- All but (1) of the five (5) agencies that reported System Wide On-Time performance had values that exceeded their respective targets.
- The lone RTA that did not exceed its target OTP value varied by only 3%.

Comparative graphs were not included for this metric, as the inclusion of an OTP target and baseline in the MOU varied.

### Farebox Recovery Ratio (FRR)

**Farebox Recovery Ratio (FRR):** This metric relays the proportion of operating expenses that are paid for by fare revenues and is a measure of cost effectiveness. Nearly all transit agencies’ farebox recovery ratios are well under 1.0, as other revenue streams in addition to fares are used to cover operations costs. The actual and target OTP values were compared by calculating the percent difference (variance) between the two values. **Red values indicate farebox recovery ratios that are lower than the target value** while **green values indicate farebox recovery ratios that are higher than the target value**.

FY20 Fixed Route Farebox Recovery Ratio (FRR)   14 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	22.13%	25.50%	23.39%	20.98%	23.15%	26.98%	24.32%	19.64%	23.62%	19.39%	23.73%	13.82%	18.69%	0.07%	0.03%	0.01%	0.04%	16.45%	22.25%	-5.80%
BRTA	13.81%	14.50%	13.58%	14.61%	14.18%	13.15%	12.30%	12.10%	12.54%	11.93%	15.95%	10.68%	12.82%	6.35%	7.10%	9.86%	7.92%	12.02%	11.59%	0.43%
CATA	8.97%	8.56%	13.41%	15.63%	12.24%	5.39%	5.04%	3.95%	4.81%	5.26%	5.25%	3.08%	4.52%	0.40%	0.05%	0.00%	0.14%	5.48%	9.11%	-3.63%
CCRTA	17.20%	27.35%	27.65%	18.09%	24.96%	10.29%	10.29%	10.29%	10.29%	8.40%	8.40%	8.40%	8.40%	0.55%	1.25%	15.13%	5.88%	12.64%	17.45%	-4.81%
FRTA	5.96%	3.36%	7.72%	12.06%	6.39%	8.07%	7.83%	6.08%	7.29%	8.93%	7.35%	6.86%	7.78%	0.40%	0.01%	0.07%	0.17%	5.60%	6.08%	-0.48%
GATRA	8.25%	9.89%	6.26%	11.54%	9.25%	10.20%	8.15%	7.14%	8.35%	7.57%	9.74%	13.29%	10.06%	10.03%	10.20%	10.11%	10.11%	9.40%	9.30%	0.10%
LRTA																				
MART	12.14%	9.33%	8.63%	17.93%	12.03%	17.89%	12.63%	9.79%	13.11%	10.23%	16.40%	5.90%	10.32%	1.20%	1.34%	0.80%	1.11%	8.69%	12.38%	-3.69%
MVRTA	10.00%	12.88%	10.47%	9.97%	11.07%	10.98%	8.77%	8.80%	9.46%	7.39%	8.90%	7.28%	7.83%	0.76%	0.95%	1.88%	1.17%	7.52%	9.40%	-1.88%
MWRTA	10.54%	10.97%	10.09%	5.24%	8.74%	5.67%	5.50%	4.61%	5.26%	6.91%	4.29%	4.57%	5.26%	0.39%	0.00%	0.49%	0.31%	5.00%	10.54%	-5.54%
NRTA	26.00%	41.34%	41.64%	16.71%	35.88%	12.44%	5.87%	7.39%	8.47%	15.34%	3.66%	1.94%	6.19%	2.84%	2.37%	10.89%	6.30%	18.74%	25.00%	-6.26%
PVTA	20.03%	20.77%	18.48%	15.97%	18.28%	15.09%	16.14%	28.92%	19.79%	21.49%	15.57%	14.79%	17.45%	5.98%	0.91%	1.89%	2.80%	14.59%	20.20%	-5.62%
SRTA	16.35%	15.15%	18.82%	16.52%	16.79%	15.35%	15.07%	12.52%	14.25%	15.80%	13.20%	9.02%	12.64%	0.00%	0.22%	0.51%	0.28%	10.58%	15.48%	-4.90%
VTA	37.86%	55.75%	60.89%	36.15%	52.59%	22.66%	13.10%	11.76%	16.05%	73.01%	15.95%	14.46%	24.68%	23.01%	48.12%	65.22%	48.80%	38.92%	36.43%	2.49%
WRTA	16.50%	14.18%	17.06%	15.58%	15.60%	13.82%	12.45%	13.78%	13.35%	12.41%	12.63%	9.89%	11.69%	0.18%	0.39%	-0.03%	0.19%	10.21%	16.60%	-6.39%

FY20 Demand Response Farebox Recovery Ratio (FRR)   14 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	28.95%	33.59%	33.83%	30.80%	32.75%	35.74%	33.42%	29.63%	32.90%	31.55%	31.41%	18.72%	27.54%	2.49%	2.46%	3.58%	2.79%	24.97%	29.00%	-4.03%
BRTA	14.78%	14.89%	11.99%	15.04%	13.88%	13.56%	13.52%	13.11%	13.42%	12.03%	12.84%	6.59%	10.19%	4.05%	4.59%	4.19%	4.26%	10.62%	10.37%	0.26%
CATA	3.18%	3.21%	3.16%	2.98%	3.12%	2.96%	3.22%	3.16%	3.11%	2.92%	3.14%	2.04%	2.70%	0.25%	0.09%	0.22%	0.20%	2.44%	3.23%	-0.79%
CCRTA	21.36%	25.01%	22.23%	21.79%	22.92%	10.74%	10.74%	10.74%	10.74%	6.25%	6.25%	6.25%	6.25%	0.05%	0.11%	1.29%	0.50%	11.32%	21.61%	-10.29%
FRTA	14.73%	4.85%	10.38%	20.96%	10.50%	11.96%	12.30%	10.00%	11.40%	10.28%	12.40%	10.15%	10.90%	5.18%	7.56%	6.65%	6.41%	9.93%	15.02%	-5.09%
GATRA	4.20%	5.66%	5.89%	5.28%	5.62%	5.03%	6.75%	4.29%	5.33%	6.29%	4.41%	4.18%	5.02%	6.67%	7.10%	6.48%	6.75%	5.62%	6.00%	-0.38%
LRTA																				
MART	34.75%	34.08%	32.41%	32.90%	33.12%	35.63%	26.81%	25.08%	28.94%	29.70%	30.16%	17.27%	25.84%	3.31%	2.28%	2.14%	2.54%	25.46%	35.45%	-9.99%
MVRTA	7.37%	6.80%	5.49%	7.97%	6.71%	7.38%	6.43%	5.31%	6.41%	6.39%	8.01%	6.05%	6.84%	1.14%	1.51%	2.12%	1.59%	5.83%	7.37%	-1.54%
MWRTA	5.04%	4.74%	5.32%	5.52%	5.20%	4.18%	4.16%	3.71%	4.02%	4.03%	4.56%	4.20%	4.26%	1.13%	0.10%	0.31%	0.50%	3.98%	5.04%	-1.06%
NRTA	0.00%	1.96%	0.55%	0.41%	0.90%	3.72%	0.00%	0.00%	0.88%	0.71%	0.00%	0.00%	0.29%	0.87%	0.00%	0.13%	0.25%	0.60%	0.00%	0.60%
PVTA	8.68%	8.35%	8.31%	8.89%	8.51%	8.77%	8.55%	8.23%	8.54%	8.39%	8.12%	6.71%	7.82%	1.88%	0.00%	0.00%	0.61%	7.03%	8.68%	-1.65%
SRTA	5.04%	6.68%	7.67%	7.38%	7.24%	6.67%	5.30%	5.45%	5.81%	6.49%	5.51%	3.81%	5.26%	0.00%	0.00%	0.01%	0.00%	4.40%	15.48%	-11.08%
VTA	5.22%	2.24%	3.41%	3.87%	3.14%	13.57%	18.73%	11.96%	14.43%	20.52%	17.90%	29.54%	22.32%	38.51%	27.08%	14.75%	22.41%	13.44%	5.36%	8.08%
WRTA	8.00%	5.94%	6.37%	6.80%	6.37%	6.05%	3.97%	6.06%	5.36%	6.70%	4.57%	4.15%	5.23%	0.28%	-0.10%	-0.23%	-0.02%	4.37%	8.10%	-3.73%

FY20 Systemwide Farebox Recovery Ratio (FRR)   10 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	23.96%	27.68%	25.94%	23.24%	25.52%	29.13%	26.76%	22.15%	25.98%	22.45%	25.79%	14.91%	20.87%	0.70%	0.56%	0.67%	0.64%	18.51%	24.24%	-5.73%
BRTA	13.93%	14.54%	13.39%	14.66%	14.15%	13.21%	12.45%	12.22%	12.65%	11.94%	15.58%	10.02%	12.46%	6.06%	6.78%	9.13%	7.45%	11.84%	11.39%	0.45%
CATA	7.24%	7.13%	10.05%	11.74%	9.50%	4.62%	4.46%	3.69%	4.26%	4.50%	4.54%	2.75%	3.93%	0.36%	0.06%	0.05%	0.16%	4.58%	7.35%	-2.77%
CCRTA	18.26%	59.73%	55.90%	56.06%	57.21%	55.16%	55.16%	55.16%	55.16%	54.48%	54.48%	54.48%	54.48%	19.02%	18.76%	24.25%	20.77%	49.36%	18.51%	30.85%
FRTA	8.97%	3.88%	8.75%	15.60%	7.91%	9.65%	9.60%	7.61%	8.92%	9.46%	9.33%	8.14%	9.00%	2.19%	2.94%	2.69%	2.59%	7.26%	9.14%	-1.88%
GATRA																				
LRTA	16.00%	18.02%	11.15%	16.93%	15.11%	17.58%	18.44%	15.81%	17.24%	18.52%	22.72%	14.66%	18.11%	3.19%	0.94%	0.62%	1.56%	13.25%	16.40%	-3.15%
MART	26.62%	26.20%	24.76%	27.74%	26.20%	29.75%	22.09%	19.54%	23.52%	23.15%	25.56%	12.77%	20.31%	2.05%	1.76%	1.42%	1.74%	18.98%	27.16%	-8.18%
MVRTA	17.37%	11.83%	9.61%	9.62%	10.31%	10.30%	8.39%	8.21%	8.94%	7.23%	8.75%	7.10%	7.67%	0.81%	1.00%	1.91%	1.22%	7.25%	16.77%	-9.52%
MWRTA	7.64%	8.12%	7.68%	5.37%	7.06%	4.96%	4.87%	4.20%	4.68%	5.57%	4.42%	4.43%	4.83%	0.60%	0.03%	0.43%	0.36%	4.56%	7.64%	-3.08%
NRTA																				
PVTA	17.70%	17.73%	16.46%	14.46%	16.15%	13.67%	14.79%	25.07%	17.59%	19.01%	14.13%	13.40%	15.66%	5.42%	0.80%	1.65%	2.52%	13.21%	17.85%	-4.64%
SRTA																				
VTA																				
WRTA																				

*Notes:*

*FRTA's fixed route data points do not include one-time grant funds; demand response data points include contracts with Area Agencies on Aging and supermarkets.*

*VTA's quarterly subtotals and YTD actuals are averages.*

**FY 2020 Q1 – Q4 FRR Key Takeaways:**

*Note that based on the MOU agreements, not every RTA submitted a Farebox Recovery Ratio for Fixed Route, Demand Response, and System Wide operations.*

*Fixed Route*

- Three (3) of the 14 RTAs that reported had Farebox Recovery Ratios (FRRs) that exceeded (were better than) their target value. This metric indirectly highlights ridership via fare revenue contributions as well as overall operational efficiency.
- The remaining eleven (11) RTAs all have Farebox Recovery Ratios that varied by 6.5% or less from their respective target values.

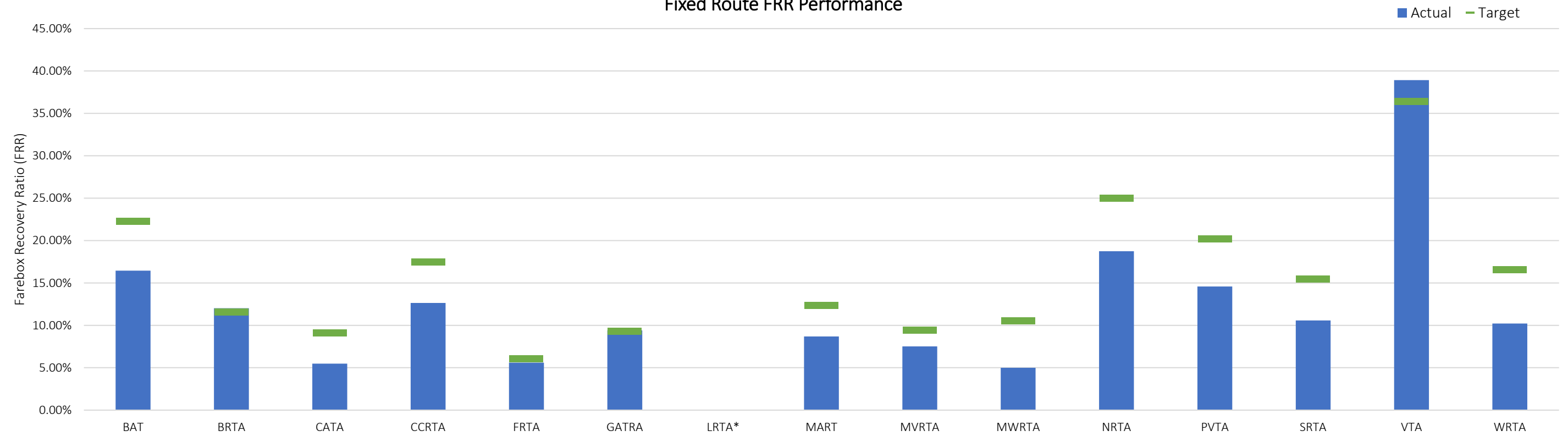
*Demand Response*

- Three (3) of the fourteen (14) RTAs that reported had Farebox Recovery Ratios that exceeded their respective FY2020 target values.
- Of the remaining 12 RTAs, seven (7) have Farebox Recovery Ratios that varied by 5% or less from their respective target values and the remaining four (4) varied by 11% or less.

*System Wide*

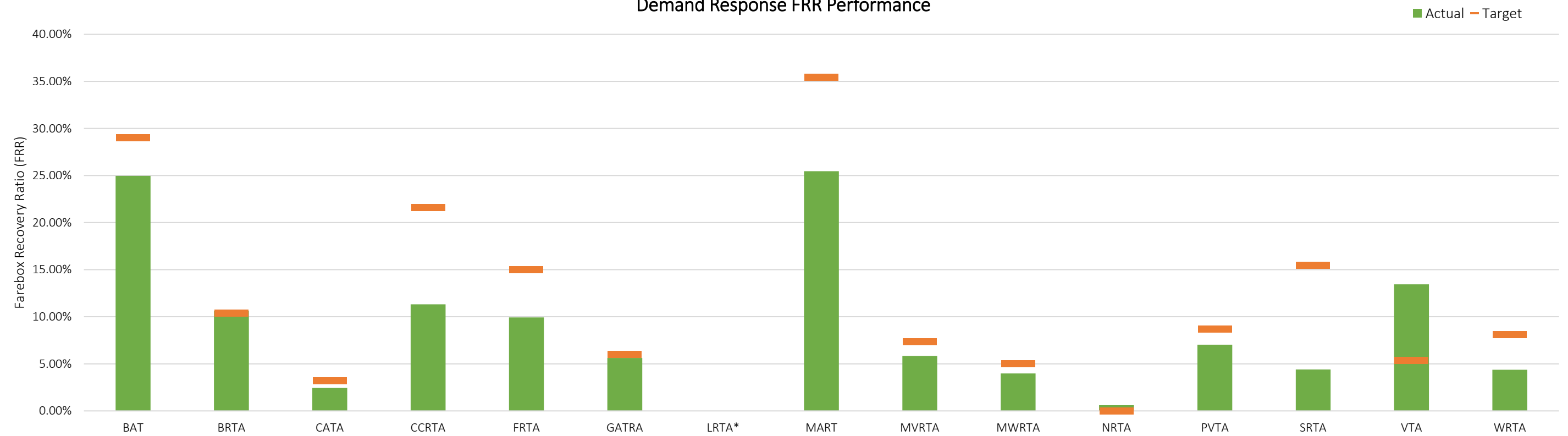
- Two (2) of the ten (10) agencies that reported had Farebox Recovery Ratios that exceeded their target values.
- All eight (8) of the remaining agencies that reported had Farebox Recovery Ratios varied by 10% or less from their respective target values; four (4) of these varied by approximately 3% or less from their target value.

### Fixed Route FRR Performance



\*No target or baseline were included in the respective MOU.

### Demand Response FRR Performance



\*No target or baseline were included in the respective MOU.



### Operating Expenses / Vehicle Revenue Mile (VRM)

**Operating Expense per Vehicle Revenue Mile:** This metric is a cost efficiency measure that gives context to operational efficiency on a per mile basis and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total operating cost for a given mode of operations for a specific agency. The actual and target values were compared by calculating the **% difference (variance)**, formatted **red for negative variance** and **green for positive variance**.

FY20 Fixed Route OPEX/VRM (Operating Expenses / Vehicle Revenue Mile)   7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	\$8.79	\$8.25	\$9.62	\$9.97	\$9.28	\$7.62	\$7.91	\$8.73	\$8.07	\$9.28	\$7.97	\$10.28	\$9.15	\$12.56	\$15.30	\$14.08	\$13.97	\$9.69	\$8.86	9.41%
BRTA	\$5.43	\$4.84	\$5.73	\$5.19	\$5.26	\$5.58	\$5.31	\$5.02	\$5.30	\$6.03	\$5.21	\$4.81	\$5.34	\$6.22	\$5.82	\$6.17	\$6.08	\$5.45	\$5.57	-2.05%
CATA																				
CCRTA																				
FRTA																				
GATRA																				
LRTA																				
MART	\$8.81	\$6.13	\$6.42	\$6.22	\$6.26	\$5.61	\$7.10	\$8.05	\$6.87	\$6.94	\$6.19	\$8.87	\$7.30	\$11.04	\$10.55	\$10.40	\$10.66	\$7.61	\$8.68	-12.32%
MVRTA																				
MWRTA																				
NRTA	\$8.32	\$6.21	\$6.39	\$9.08	\$6.77	\$7.78	\$8.91	\$11.25	\$9.26	\$8.64	\$15.03	\$10.63	\$11.35	\$9.83	\$8.85	\$9.92	\$9.56	\$8.37	\$9.25	-9.51%
PVTA	\$6.93	\$6.54	\$8.39	\$6.47	\$7.10	\$6.27	\$8.18	\$6.96	\$7.10	\$8.45	\$7.40	\$7.59	\$7.81	\$9.52	\$10.95	\$11.51	\$10.65	\$7.95	\$6.86	15.88%
SRTA																				
VTA	\$3.62	\$5.00	\$5.16	\$4.87	\$5.03	\$7.96	\$6.96	\$11.97	\$8.61	\$2.56	\$8.32	\$6.57	\$5.66	\$7.58	\$7.35	\$6.97	\$7.24	\$6.19	\$3.80	62.86%
WRTA	\$10.01	\$10.35	\$10.05	\$10.65	\$10.34	\$10.65	\$11.26	\$10.36	\$10.75	\$11.78	\$10.67	\$10.67	\$11.06	\$19.13	\$21.06	\$15.44	\$18.40	\$11.95	\$11.01	8.56%

FY20 Demand Response OPEX/VRM (Operating Expenses / Vehicle Revenue Mile)   7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	\$6.32	\$5.58	\$5.39	\$5.83	\$5.59	\$5.08	\$5.63	\$5.96	\$5.54	\$5.92	\$6.07	\$7.54	\$6.40	\$18.09	\$17.41	\$11.12	\$15.14	\$6.71	\$6.62	1.33%
BRTA	\$3.14	\$2.43	\$2.94	\$2.51	\$2.62	\$2.85	\$2.87	\$2.82	\$2.85	\$3.09	\$2.74	\$5.09	\$3.49	\$7.73	\$6.92	\$7.28	\$7.30	\$3.41	\$3.70	-7.87%
CATA																				
CCRTA																				
FRTA																				
GATRA																				
LRTA																				
MART	\$4.34	\$4.77	\$4.95	\$4.57	\$4.76	\$4.20	\$5.43	\$6.22	\$5.19	\$5.18	\$5.00	\$7.20	\$5.62	\$9.95	\$8.96	\$8.13	\$8.90	\$5.50	\$4.28	28.57%
MVRTA																				
MWRTA																				
NRTA	\$9.17	\$18.24	\$28.75	\$17.12	\$21.27	\$9.36	\$17.46	\$14.31	\$13.69	\$15.46	\$10.72	\$17.24	\$13.97	\$0.00	\$0.00	\$514.21	\$833.54	\$20.65	\$9.10	126.96%
PVTA	\$3.23	\$3.32	\$3.36	\$3.21	\$3.30	\$3.27	\$3.34	\$3.50	\$3.36	\$3.51	\$3.47	\$4.23	\$3.67	\$10.47	\$8.66	\$6.89	\$8.37	\$3.80	\$3.23	17.60%
SRTA																				
VTA	\$6.80	\$4.97	\$8.65	\$6.93	\$6.56	\$8.78	\$6.47	\$7.40	\$7.59	\$4.54	\$8.07	\$10.43	\$7.01	\$22.68	\$54.64	\$14.89	\$20.46	\$7.94	\$7.14	11.16%
WRTA	\$4.61	\$5.47	\$5.44	\$5.40	\$5.44	\$5.36	\$5.74	\$6.25	\$5.73	\$5.83	\$5.50	\$7.21	\$6.07	\$18.69	\$15.11	\$10.70	\$14.05	\$6.62	\$5.07	30.56%

FY20 Systemwide OPEX/VRM (Operating Expenses / Vehicle Revenue Mile)   4 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	\$7.97	\$7.30	\$8.08	\$8.58	\$7.98	\$6.79	\$7.14	\$7.82	\$7.23	\$8.12	\$7.36	\$9.51	\$8.27	\$13.64	\$15.71	\$13.42	\$14.21	\$8.75	\$8.11	7.91%
BRTA	\$4.89	\$4.32	\$5.16	\$4.57	\$4.69	\$4.93	\$4.79	\$4.61	\$4.78	\$5.37	\$4.71	\$4.85	\$4.98	\$6.38	\$5.94	\$6.29	\$6.21	\$5.07	\$5.14	-1.44%
CATA																				
CCRTA																				
FRTA																				
GATRA																				
LRTA																				
MART	\$5.31	\$5.13	\$5.34	\$5.03	\$5.17	\$4.58	\$5.89	\$6.78	\$5.66	\$5.66	\$5.34	\$7.78	\$6.12	\$10.57	\$9.77	\$9.21	\$9.81	\$6.16	\$5.23	17.75%
MVRTA																				
MWRTA																				
NRTA																				
PVTA	\$5.62	\$5.29	\$6.47	\$5.32	\$5.68	\$5.20	\$6.50	\$5.88	\$5.83	\$6.67	\$6.07	\$6.68	\$6.46	\$9.64	\$10.60	\$10.61	\$10.29	\$6.63	\$5.58	18.78%
SRTA																				
VTA																				
WRTA																				

*Notes:*

*NRTA's Q4 reported OPEX / VRM values reflect high one-time costs incurred during the month of June in addition to low VRM as a result of the pandemic.*

*VTA's quarterly subtotals and YTD actuals are averages.*

**FY 2020 Q1 – Q4 OPEX / VRM Key Takeaways**

*Note that based on the MOU agreements, not every RTA submitted an Operating Expense / Vehicle Revenue mile data for Fixed Route, Demand Response, and System Wide operations.*

*Fixed Route*

- Three (3) of the seven (7) RTAs that reported had OPEX/VRM values that were less than (were better than) their respective target values. These agencies were thus more efficient from an operations perspective on a per-mile basis than the respective targets they set.
- Of the remaining four (4) RTAs, two (2) had OPEX/VRM variances that were less than 10% of their respective target values, and a third RTA's OPEX/VRM was within approximately 15% of its target value.

*Demand Response*

- One (1) of the seven (7) RTAs that reported had an Operating Expense / VRM value that was less than (better than) its target value.
- The remaining six (6) RTAs, five (5) had an Operating Expense / VRM value that varied by greater than 10% of their respective target values.

*System Wide*

- One (1) of the four (4) agencies that reported System Wide OPEX/VRM had a value less than (better than) its target value.
- One of the remaining agencies had an OPEX/VRM variance of less than 10% from its target value and the remaining two (2) agencies had OPEX/VRM variances of between 15% and 20%.

Comparative graphs were not included for this metric, as the inclusion of an OPEX/VRM target and baseline in the MOU varied.

### Operating Expenses / Vehicle Revenue Hour (VRH)

**Operating Expense per Vehicle Revenue Hour:** This metric is a cost efficiency measure and helps to understand operational efficiency on a per hour basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating cost for a given mode of operations for a specific agency. The actual and target values were compared by calculating their **% difference (variance)**, formatted **red for negative variance** and **green for positive variance**.

FY20 Fixed Route OPEX/VRH (Operating Expenses / Vehicle Revenue Hour)   13 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	\$94.30	\$79.56	\$94.43	\$85.33	\$86.54	\$91.62	\$91.80	\$86.72	\$90.04	\$106.82	\$92.39	\$90.33	\$96.57	\$132.75	\$122.73	\$108.92	\$119.80	\$95.91	\$94.93	1.04%
CATA	\$122.69	\$123.24	\$102.99	\$112.27	\$112.71	\$128.38	\$113.78	\$113.54	\$118.67	\$136.85	\$110.86	\$129.03	\$125.74	\$146.17	\$70.62	\$85.08	\$91.58	\$110.01	\$124.58	-11.69%
CCRTA	\$60.83	\$56.04	\$57.36	\$68.12	\$59.43	\$84.36	\$84.24	\$79.55	\$82.72	\$83.89	\$87.64	\$92.12	\$87.63	\$177.26	\$150.26	\$91.47	\$127.75	\$82.89	\$62.32	33.02%
FRTA	\$128.45	\$207.73	\$87.58	\$100.64	\$133.55	\$49.41	\$54.06	\$59.33	\$54.05	\$105.15	\$103.17	\$97.85	\$102.11	\$271.25	\$274.05	\$223.54	\$252.73	\$101.71	\$131.01	-22.36%
GATRA	\$75.65	\$92.35	\$79.92	\$86.67	\$86.22	\$70.88	\$94.84	\$91.47	\$85.60	\$91.61	\$96.76	\$87.95	\$92.15	\$100.64	\$96.47	\$101.38	\$99.54	\$90.07	\$78.25	15.11%
LRTA																				
MART	\$132.13	\$102.05	\$106.13	\$97.59	\$101.79	\$86.06	\$110.71	\$127.36	\$106.94	\$111.54	\$95.86	\$140.63	\$115.32	\$178.91	\$165.11	\$165.71	\$169.90	\$120.82	\$130.15	-7.17%
MVRTA	\$94.61	\$86.38	\$97.07	\$94.24	\$92.56	\$87.34	\$115.85	\$89.93	\$97.25	\$114.56	\$100.21	\$89.00	\$101.13	\$106.94	\$89.77	\$87.29	\$94.66	\$96.39	\$97.45	-1.09%
MWRTA	\$56.81	\$73.20	\$70.41	\$60.43	\$67.48	\$58.87	\$59.61	\$65.13	\$61.08	\$64.99	\$58.44	\$72.62	\$65.02	\$100.20	\$96.88	\$94.72	\$97.16	\$69.74	\$58.51	19.18%
NRTA	\$84.00	\$73.57	\$68.88	\$97.36	\$75.82	\$89.67	\$105.14	\$127.08	\$106.86	\$100.12	\$174.03	\$120.16	\$130.41	\$111.06	\$105.41	\$117.50	\$112.04	\$95.35	\$86.00	10.87%
PVTA	\$91.73	\$84.89	\$108.79	\$85.96	\$92.91	\$83.27	\$108.53	\$92.02	\$94.09	\$111.44	\$98.07	\$100.61	\$103.31	\$125.76	\$144.33	\$150.96	\$140.31	\$104.88	\$92.11	13.87%
SRTA	\$112.40	\$113.54	\$105.63	\$124.05	\$114.22	\$122.16	\$128.79	\$141.49	\$130.61	\$119.18	\$132.12	\$137.89	\$129.32	\$210.90	\$197.59	\$300.44	\$237.99	\$143.48	\$115.21	24.54%
VTA	\$61.50	\$67.74	\$74.84	\$77.74	\$72.96	\$125.07	\$109.77	\$194.48	\$136.59	\$45.38	\$137.22	\$110.62	\$96.47	\$123.19	\$108.00	\$109.01	\$111.89	\$94.38	\$61.81	52.69%
WRTA	\$117.19	\$122.39	\$118.83	\$125.16	\$122.04	\$125.17	\$132.53	\$121.65	\$126.33	\$138.22	\$124.07	\$124.96	\$129.30	\$245.31	\$270.66	\$197.53	\$235.92	\$142.37	\$128.91	10.44%

FY20 Demand Response OPEX/VRH (Operating Expenses / Vehicle Revenue Hour)   13 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	\$41.56	\$30.53	\$35.94	\$32.16	\$32.87	\$38.03	\$35.86	\$33.14	\$35.82	\$41.17	\$36.47	\$55.71	\$43.98	\$57.70	\$51.17	\$58.21	\$55.78	\$40.15	\$48.92	-17.92%
CATA	\$81.11	\$83.18	\$85.87	\$87.90	\$85.58	\$77.39	\$76.73	\$78.43	\$77.54	\$93.06	\$81.69	\$94.87	\$89.83	\$167.37	\$92.89	\$102.43	\$117.78	\$88.97	\$89.70	-0.81%
CCRTA	\$23.95	\$29.72	\$34.51	\$38.84	\$34.14	\$18.91	\$18.72	\$17.12	\$18.24	\$26.79	\$27.56	\$41.23	\$30.49	\$162.79	\$140.58	\$77.32	\$113.12	\$33.20	\$24.53	35.31%
FRTA	\$60.24	\$139.98	\$67.21	\$68.40	\$90.92	\$69.19	\$75.07	\$85.80	\$76.09	\$80.52	\$78.99	\$98.30	\$84.88	\$163.48	\$113.87	\$141.41	\$138.23	\$91.76	\$61.44	49.36%
GATRA	\$56.67	\$52.92	\$58.77	\$57.95	\$56.40	\$56.96	\$67.06	\$71.99	\$64.93	\$57.78	\$64.96	\$65.37	\$62.29	\$155.36	\$192.10	\$142.10	\$160.22	\$69.92	\$59.30	17.91%
LRTA																				
MART	\$65.99	\$73.71	\$77.05	\$63.17	\$71.02	\$67.15	\$86.55	\$95.46	\$81.86	\$80.88	\$77.09	\$104.96	\$85.92	\$135.12	\$131.15	\$118.27	\$127.20	\$83.67	\$65.00	28.73%
MVRTA	\$51.20	\$41.91	\$46.11	\$44.95	\$44.35	\$42.36	\$49.75	\$46.56	\$46.01	\$55.53	\$49.65	\$55.16	\$53.33	\$116.14	\$74.98	\$68.17	\$83.03	\$51.02	\$52.74	-3.26%
MWRTA	\$65.64	\$75.35	\$85.23	\$71.76	\$77.44	\$73.66	\$74.26	\$80.89	\$76.05	\$82.55	\$73.78	\$81.89	\$79.02	\$213.23	\$174.09	\$132.25	\$162.87	\$83.12	\$67.61	22.94%
NRTA	\$85.00	\$103.63	\$186.58	\$123.50	\$136.68	\$74.14	\$142.08	\$124.04	\$112.45	\$119.92	\$92.08	\$132.05	\$112.42	\$0.00	\$0.00	\$66.60	\$107.95	\$117.57	\$82.00	43.37%
PVTA	\$47.39	\$50.52	\$48.62	\$47.97	\$49.01	\$48.84	\$49.71	\$47.56	\$48.73	\$48.71	\$48.67	\$53.82	\$50.03	\$100.12	\$88.06	\$78.79	\$87.85	\$53.08	\$47.39	12.00%
SRTA	\$90.39	\$73.76	\$68.61	\$80.91	\$74.30	\$81.37	\$82.24	\$94.38	\$85.86	\$82.45	\$85.13	\$97.98	\$88.09	\$154.14	\$138.06	\$187.27	\$161.75	\$95.46	\$115.21	-17.15%
VTA	\$84.66	\$132.15	\$151.37	\$103.77	\$129.26	\$115.51	\$87.95	\$100.88	\$102.09	\$62.97	\$100.44	\$126.16	\$90.85	\$323.01	\$568.79	\$513.89	\$479.39	\$126.47	\$85.08	48.64%
WRTA	\$66.69	\$81.61	\$79.04	\$79.35	\$79.99	\$80.02	\$83.19	\$85.98	\$82.81	\$84.67	\$81.11	\$99.59	\$87.46	\$218.91	\$198.29	\$150.27	\$184.15	\$95.07	\$73.36	29.59%



FY20 Systemwide OPEX/VRH (Operating Expenses / Vehicle Revenue Hour)   9 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	\$79.11	\$66.67	\$79.47	\$70.68	\$72.34	\$76.86	\$76.56	\$73.36	\$75.62	\$88.68	\$78.13	\$82.11	\$83.07	\$113.88	\$104.17	\$97.88	\$104.44	\$81.48	\$82.19	-0.86%
CATA	\$106.33	\$109.11	\$96.68	\$103.46	\$102.91	\$106.11	\$98.55	\$98.98	\$101.35	\$118.77	\$99.05	\$115.84	\$111.31	\$151.55	\$74.09	\$88.53	\$96.68	\$102.81	\$108.45	-5.20%
CCRTA	\$35.28	\$57.42	\$60.19	\$66.18	\$60.96	\$4.26	\$4.48	\$4.34	\$4.35	\$62.55	\$65.00	\$87.32	\$69.75	\$172.62	\$147.55	\$93.33	\$127.54	\$13.49	\$36.15	-62.68%
FRTA	\$92.55	\$177.83	\$78.37	\$84.74	\$113.84	\$55.88	\$60.80	\$67.44	\$61.07	\$93.92	\$92.14	\$98.03	\$94.61	\$217.47	\$177.17	\$181.51	\$191.31	\$97.64	\$94.40	3.43%
GATRA																				
LRTA	\$59.30	\$56.66	\$70.04	\$68.13	\$64.98	\$56.49	\$54.95	\$64.77	\$58.55	\$58.66	\$41.64	\$65.75	\$55.26	\$94.13	\$97.49	\$102.44	\$98.08	\$65.56	\$60.78	7.86%
MART	\$80.47	\$80.85	\$84.49	\$71.91	\$78.84	\$72.42	\$93.33	\$104.99	\$89.01	\$89.12	\$82.49	\$116.69	\$94.50	\$158.20	\$147.91	\$139.82	\$148.09	\$94.95	\$79.26	19.80%
MVRTA	\$72.91	\$73.08	\$81.48	\$79.08	\$77.90	\$72.81	\$95.55	\$77.66	\$81.64	\$97.26	\$85.46	\$81.78	\$88.38	\$107.90	\$87.98	\$84.32	\$93.17	\$84.61	\$75.10	12.66%
MWRTA	\$61.14	\$74.17	\$77.19	\$65.10	\$71.85	\$65.07	\$65.71	\$71.50	\$67.27	\$72.09	\$64.54	\$75.70	\$70.35	\$118.13	\$111.01	\$104.31	\$110.55	\$74.89	\$62.97	18.93%
NRTA																				
PVTA	\$76.97	\$72.79	\$87.26	\$73.53	\$77.77	\$71.91	\$89.61	\$78.38	\$79.57	\$89.56	\$81.99	\$87.53	\$86.26	\$121.50	\$133.70	\$135.39	\$130.30	\$89.02	\$77.22	15.28%
SRTA																				
VTA																				
WRTA																				

Notes:

VTA's quarterly subtotals and YTD actuals are averages.

#### FY 2020 Q1 – Q4 OPEX / VRH Key Takeaways

Note that based on the MOU agreements, not every RTA submitted Operating Expense / Vehicle Revenue mile data for Fixed Route, Demand Response, and System Wide operations.

##### Fixed Route

- Three (3) of the thirteen (13) RTAs that reported had OPEX/VRH values that were less than (were better than) their respective target value. These agencies were more operationally efficient on a per hour basis than their respective target values.
- Of the remaining 10 agencies, one had an OPEX/VRH variance of approximately 1% and five (5) agencies had a variance of between 10% and 20% of their respective target values.
- Two (2) agencies had OPEX/VRH values that were more than 30% of their respective target values.

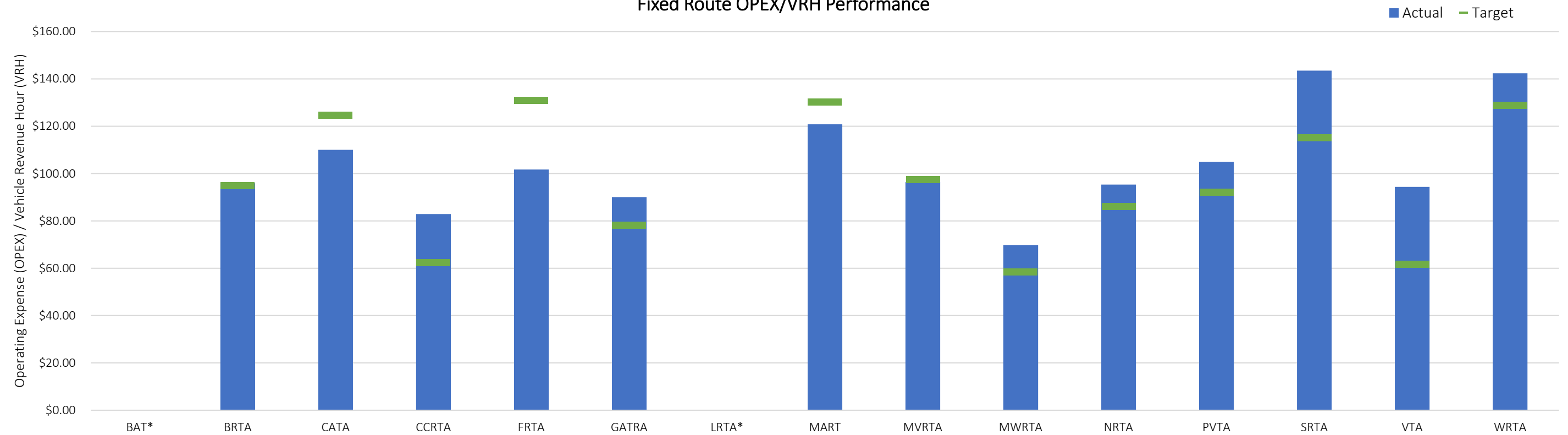
##### Demand Response

- Four (4) of the thirteen (13) RTAs that reported had OPEX/VRH values that were less than (were better than) their respective target values.
- Two (2) of the remaining RTAs had OPEX/VRH values that were 10% - 20% below their respective target values; all of the other remaining seven (7) RTAs had OPEX/ VRH values that were at least 20% below their target values.
- Four (4) RTAs had OPEX/VRH values that varied by at least 35% from their respective target values.

##### System Wide

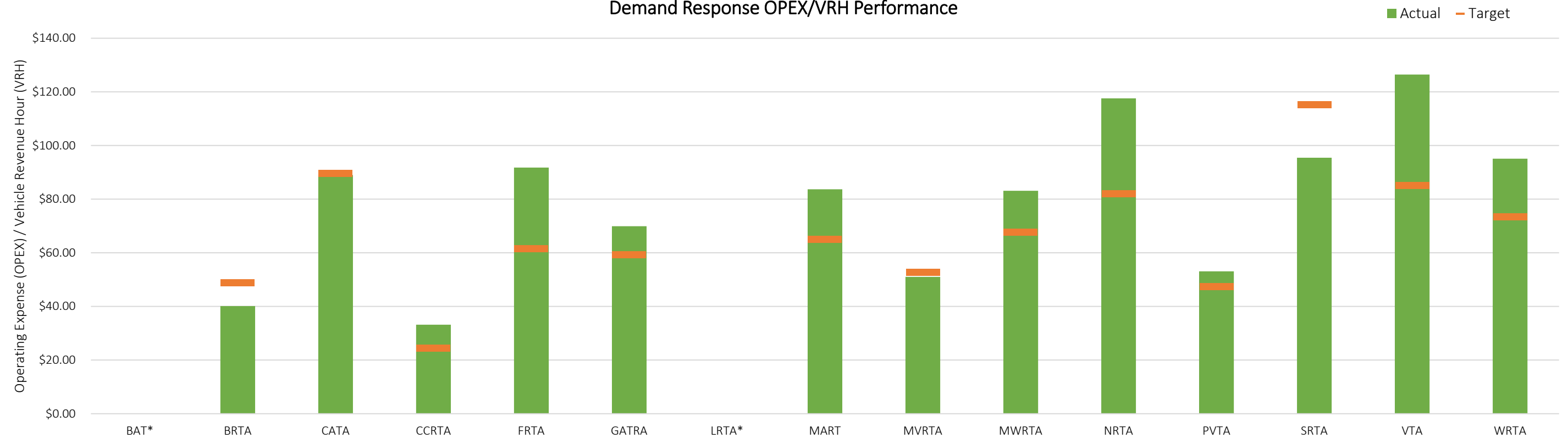
- Three (3) of the nine (9) agencies that reported had System Wide OPEX/VRH values that were less than (were better than) their respective target values.
- Of the remaining six (6) agencies, two (2) had OPEX/VRH values that varied by less than 8% of their respective target values while the remaining four (4) had OPEX/VRH values that varied by between 12% and 20% of their respective target values.

### Fixed Route OPEX/VRH Performance



\*No target or baseline were included in the respective MOU.

### Demand Response OPEX/VRH Performance



\*No target or baseline were included in the respective MOU.

## Asset Management Performance Metric Analysis

### Rolling Stock

**Rolling stock:** Revenue transit vehicles such as buses, vans, cars, railcars, locomotives, trolley cars and buses, and ferry boats.<sup>21</sup> On average, RTA rolling stock fleets consist of buses, cutaways, vans, and minivans.

*Bus (BU):* A rubber-tired passenger vehicle powered by diesel, gasoline, battery or alternative fuel engines contained within the vehicle. Vehicles in this category do not include school buses or cutaways.<sup>22</sup>

Rolling Stock: Bus (BU)   14 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	5.00%	2.17%	2.83%
BRTA	46.16%	46.15%	0.01%
CATA	25.00%	25.00%	0.00%
CCRTA	0.00%	0.00%	0.00%
FRTA*	10.00%	0.00%	10.00%
GATRA	17.00%	18.75%	-1.75%
LRTA	20.00%	18.18%	1.82%
MART	21.74%	18.18%	3.56%
MVRTA	0.00%	16.07%	-16.07%
MWRTA			
NRTA	68.40%	0.00%	68.40%
PVTA	35.00%	27.15%	7.85%
SRTA	25.00%	48.44%	-23.44%
VTA	19.35%	8.33%	11.02%
WRTA	21.15%	21.15%	0.00%

*Cutaway (CU):* A transit vehicle that is built on a van or truck chassis by a second stage manufacturer. The chassis is purchased by the body builder, a framework is built for the body, and then the body is finished for a complete vehicle. For example, a truck chassis may be used as the base for a small transit bus.<sup>23</sup>

<sup>21</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

<sup>22</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>23</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Rolling Stock: Cutaway (CU)   13 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	50.00%	100.00%	-50.00%
BRTA	29.63%	44.44%	-14.81%
CATA	0.00%	33.00%	-33.00%
CCRTA	10.00%	9.35%	0.65%
FRTA*	14.00%	0.00%	14.00%
GATRA	0.00%	1.75%	-1.75%
LRTA	24.00%	17.02%	6.98%
MART	18.52%	17.02%	1.50%
MVRTA			
MWRTA	25.00%	17.65%	7.35%
NRTA			
PVTA	30.00%	18.37%	11.63%
SRTA	25.00%	80.65%	-55.65%
VTA	33.33%	0.00%	33.33%
WRTA	15.79%	19.67%	-3.88%

*Minivan (MV):* A light duty vehicle having a typical seating capacity of up to seven passengers plus a driver. A minivan is smaller, lower and more streamlined than a full-sized van, but it is typically taller and has a higher floor than a passenger car. Minivans normally cannot accommodate standing passengers.<sup>24</sup>

Rolling Stock: Minivan (MV)   4 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*			
GATRA			
LRTA	0.00%	0.00%	0.00%
MART			
MVRTA			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%

<sup>24</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

*Van (VN)*: An enclosed vehicle having a typical seating capacity of 8 to 18 passengers and a driver. A van is typically taller and with a higher floor than a passenger car, such as a hatchback or station wagon. Vans normally cannot accommodate standing passengers.<sup>25</sup>

Rolling Stock: Van (VN)   7 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	20.00%	17.24%	2.76%
BRTA			
CATA			
CCRTA			
FRTA*	10.00%	80.95%	-70.95%
GATRA	4.00%	29.41%	-25.41%
LRTA			
MART	22.22%	41.67%	-19.45%
MVRTA			
MWRTA	0.00%	0.00%	0.00%
NRTA	50.00%	50.00%	0.00%
PVTA			
SRTA			
VTA	0.00%	0.00%	0.00%
WRTA			

*Over-the-road Bus (BU)*: A bus characterized by an elevated passenger deck located over a baggage compartment.<sup>26</sup>

Rolling Stock: Over-the-road Bus (BR)   1 RTA Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MVRTA	33.33%	33.33%	0.00%
MWRTA			
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

<sup>25</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>26</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

*Automobile (AO):* A passenger car up to and including station wagons in size. Excludes minivans and anything larger.<sup>27</sup>

Rolling Stock: Automobile (AO)   1 RTA Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	100.00%	100.00%	0.00%
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MVRTA			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

*Articulated Bus (AB):* An extra-long (54 ft. to 60 ft.) bus with two connected passenger compartments. The rear body section is connected to the main body by a joint mechanism that allows the vehicles to bend when in operation for sharp turns and curves and yet have a continuous interior.<sup>28</sup>

<sup>27</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>28</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Rolling Stock: Articulated Bus (AB)   1 RTA Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MVRTA			
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA			
VTA			
WRTA			

*Notes:*

*FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only.*

**FY2020 Rolling Stock Performance Key Takeaways:**

- RTA rolling stock fleets are generally in a state of good repair (SGR).
- With a few exceptions, most of the reported rolling stock that is beyond useful life is under 33%. Lower performance is representative of a better SGR.
- Based on the FY2020 performance, RTAs should prioritize capital replacement of cutaway and van fleets.

## Equipment

**Equipment:** Non-revenue support service vehicles such as automobiles, trucks, or steel wheel vehicles used by supervisors or maintenance staff.<sup>29</sup> On average, RTA support fleets consist of automobiles, trucks, and other rubber tire vehicles.

*Automobiles:* Passenger cars, including station wagons. Excludes SUVs (crossovers and traditional SUVs), vans, minivans, and pickup trucks.<sup>30</sup>

Equipment: Automobiles   13 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	34.00%	33.33%	0.67%
BRTA	0.00%	100.00%	-100.00%
CATA			
CCRTA			
FRTA*	33.00%	100.00%	-67.00%
GATRA	33.00%	33.33%	-0.33%
LRTA	0.00%	33.33%	-33.33%
MART	100.00%	100.00%	0.00%
MVRTA	0.00%	0.00%	0.00%
MWRTA	100.00%	100.00%	0.00%
NRTA	0.00%	0.00%	0.00%
PVTA	25.00%	60.00%	-35.00%
SRTA	50.00%	75.00%	-25.00%
VTA	83.33%	83.33%	0.00%
WRTA	100.00%	66.67%	33.33%

*Trucks and Other Rubber Tire Vehicles:* A self-propelled motor vehicle designed for the transportation of property or special purpose equipment or passengers., This vehicle category includes heavy-duty rubber-tired vehicles as well as pickup trucks, vans, SUVs (crossovers and traditional SUVs), and minivans.<sup>31</sup>

<sup>29</sup> National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

<sup>30</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>31</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.



Equipment: Trucks and Other Rubber Tire Vehicles   14 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	50.00%	37.50%	12.50%
BRTA	16.67%	77.78%	-61.11%
CATA	0.00%	33.00%	-33.00%
CCRTA	10.00%	0.00%	10.00%
FRTA*	10.00%	28.57%	-18.57%
GATRA	40.00%	40.00%	0.00%
LRTA	67.00%	66.67%	0.33%
MART	11.11%	11.76%	-0.65%
MVRTA	0.00%	18.18%	-18.18%
MWRTA	50.00%	46.15%	3.85%
NRTA	0.00%	0.00%	0.00%
PVTA	35.00%	31.71%	3.29%
SRTA	60.00%	41.18%	18.82%
VTA			
WRTA	50.00%	75.00%	-25.00%

*Notes:*

*FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only.*

**FY2020 Equipment Performance Key Takeaways:**

- RTA equipment fleets are generally in a state of good repair (SGR).
- With a few exceptions, most of the reported rolling stock that is beyond useful life is under 33%. Lower performance is representative of a better SGR.
- Based on the FY2020 performance, RTAs should prioritize capital replacement of trucks and other rubber tire vehicles.

## Facilities

Facilities: All passenger facilities used in revenue service as well as administrative and maintenance facilities for which the agency has a capital responsibility.<sup>32</sup> While all RTAs have at least one administrative and/or maintenance facility, not all RTAs have a stand-alone passenger facility.

*Passenger / Parking Facilities:* Passenger and parking facilities that passengers use in revenue service. Parking facilities include park & ride lots as well as parking garages and are immediately adjacent to passenger facilities.<sup>33</sup>

Facilities: Passenger / Parking Facilities   11 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	0.00%	0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*	0.00%	0.00%	0.00%
GATRA	0.00%	0.00%	0.00%
LRTA	20.00%	0.00%	20.00%
MART	0.00%	0.00%	0.00%
MVRTA	0.00%	0.00%	0.00%
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA	0.00%	0.00%	0.00%
VTa			
WRTA	0.00%	0.00%	0.00%

*Administrative / Maintenance Facilities:* Facilities that house the administrative offices owned by a transit agency and/or are those where routine maintenance and repairs, heavy maintenance or unit rebuilds are conducted. Administrative facilities also include separate buildings for customer information or ticket sales that are not part of passenger stations. Administrative and maintenance facilities are reportable only if the agency has capital responsibility and transit use is greater than incidental.<sup>34</sup>

<sup>32</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>33</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

<sup>34</sup> Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Facilities: Administrative / Maintenance Facilities   15 RTAs Reporting			
RTA	FY20 Target (%)	FY20 Performance (%)	Difference
BAT	0.00%	0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA	0.00%	0.00%	0.00%
CCRTA	0.00%	0.00%	0.00%
FRTA*	100.00%	50.00%	50.00%
GATRA	0.00%	0.00%	0.00%
LRTA	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%
MVRTA	0.00%	0.00%	0.00%
MWRTA	0.00%	0.00%	0.00%
NRTA	0.00%	0.00%	0.00%
PVTA	25.00%	0.00%	25.00%
SRTA	0.00%	50.00%	-50.00%
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%

*Notes:*

*FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only.*

**FY2020 Equipment Performance Key Takeaways:**

- RTA facilities are generally in a state of good repair (SGR).
- With a few exceptions, most of the reported facilities are above a 3.0 on the TERM Scale. Lower performance is representative of a better SGR.

## Summary & Next Steps

This FY2020 progress report has provided a description of the system of performance metrics bilaterally agreed to by the MassDOT and fifteen RTAs and overall analysis of RTA performance results, as required by the ACT. This data confirms the uniqueness of each RTA and indicates that the COVID-19 pandemic has impacted each of them in different ways.

Over time, MassDOT RTD expects that the results of the performance management program will prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations to the inevitable challenges the RTAs may face. The program encourages data-driven decision making and agency transparency to the general public, which is particularly relevant as the RTAs work to rebuild customers' confidence in the safety of riding public transit during and as we emerge from the COVID-19 pandemic.

This progress report has been updated following the submittal of Q4 data on August 15, 2020, to reflect the full fiscal year of data collection. MassDOT RTD will deliver this report annually with updated actual and target values derived from the MOU process. MassDOT RTD will survey industry best practices and literature and work with the RTAs to develop appropriate performance metric targets in light of the COVID-19 pandemic's impacts on ridership and operations, as seen in the FY2020 Q3 and Q4 data. Continuing to collect actual and target values over time will allow for longitudinal analyses that highlight trends, best practices and successful innovative policies, as well as the impact of external factors, including the COVID-19 pandemic.

Further detail on the additionally supplied optional metrics, various supplemental information and summaries of each RTA's stretch performance metrics progress can be found in Appendix B.

## Appendices

APPENDIX A – RTA BACKGROUND INFORMATION

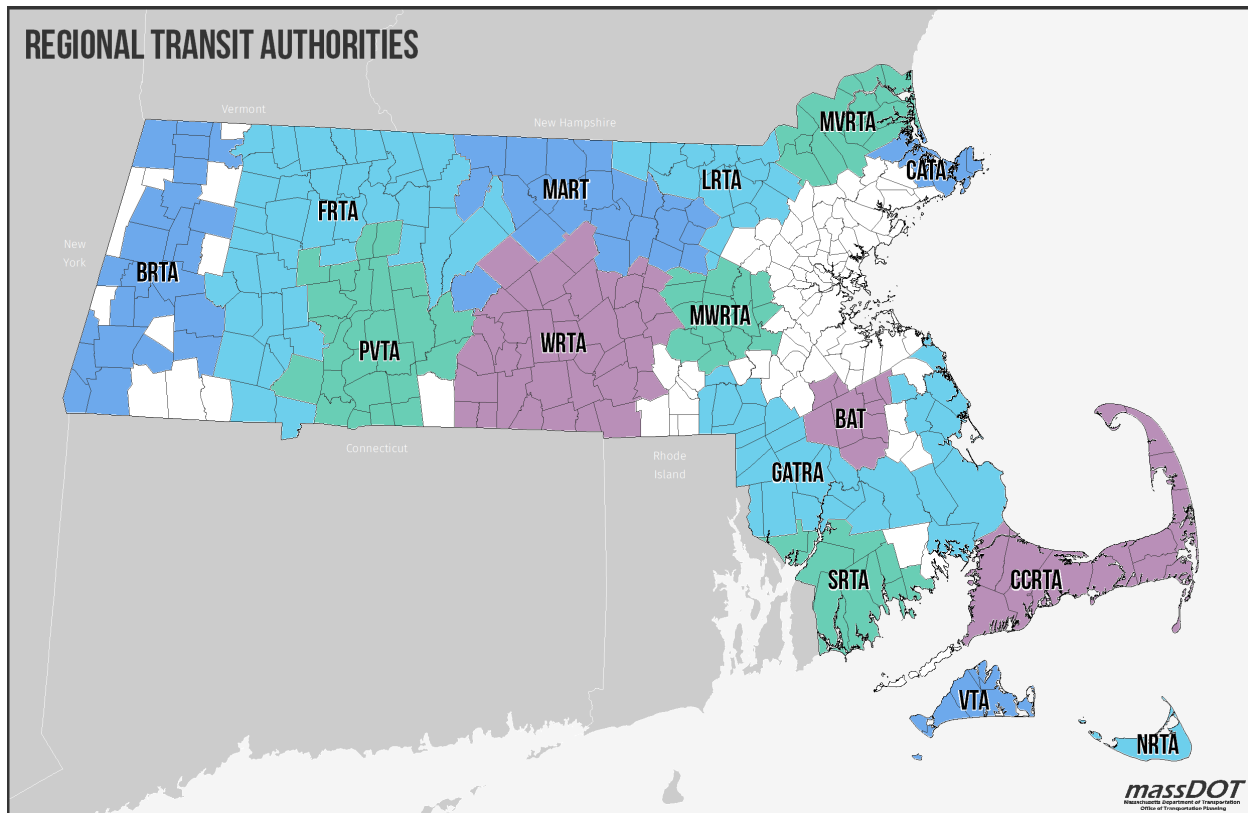
APPENDIX B – RTA PROFILES

APPENDIX C - PRE- AND POST-PANDEMIC COMPARISONS

APPENDIX D – FEDERAL CARES ACT OF 2020

## Appendix A – RTA Background Information

In Massachusetts, there are fifteen RTAs outside of the Greater Boston Area (Figure 3). Each RTA is locally governed by an advisory board and provides a combination of fixed route and demand response transit services, including ADA paratransit, to their member communities. These services, while managed by the RTA's administrative staff, are provided through contracted operation companies. In FY2019, the RTAs provided a total of 29,121,248 unlinked passenger trips to local transit riders throughout the Commonwealth.<sup>35</sup>

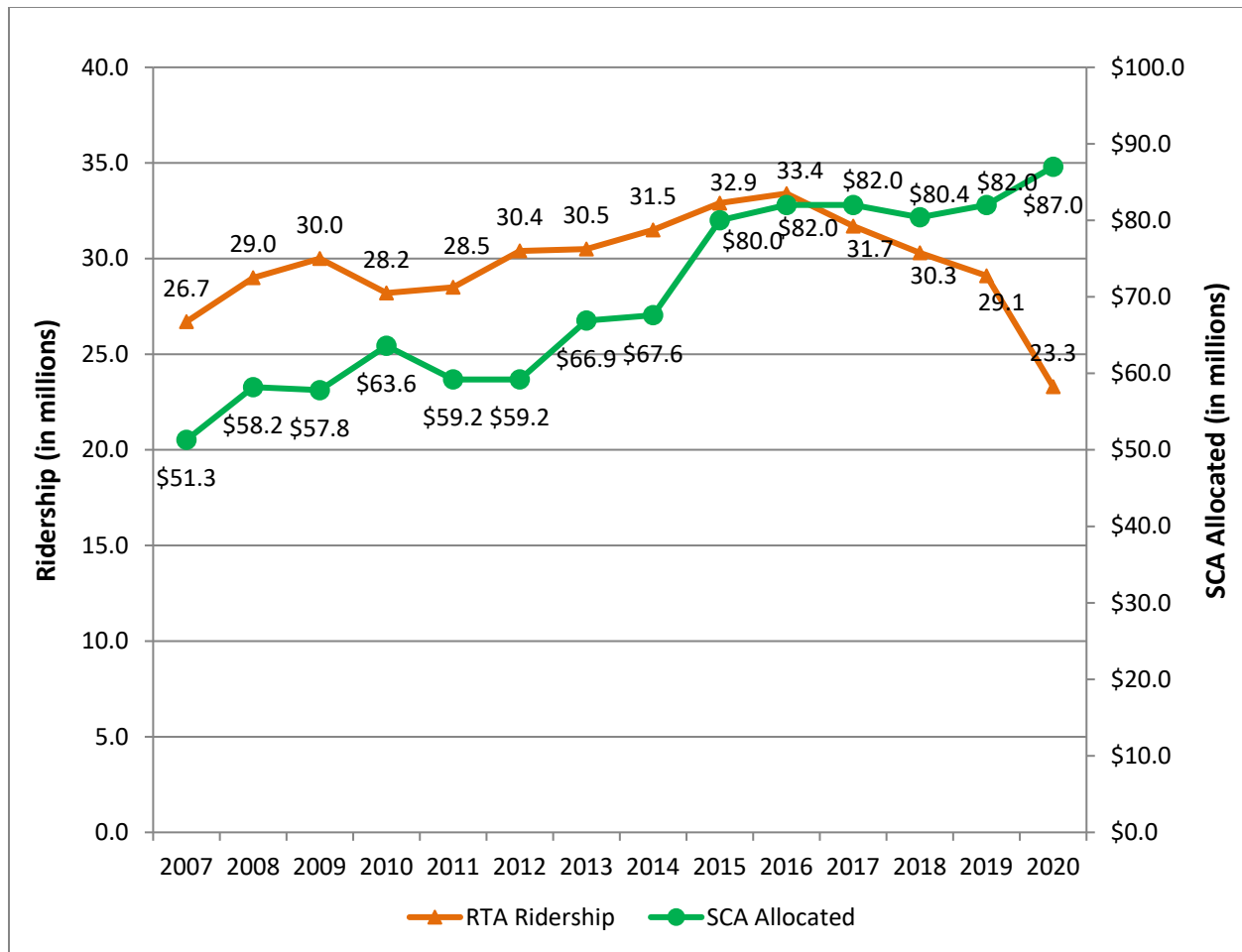


**Figure 3: Map of the RTAs in Massachusetts outside the Greater Boston Region**

The RTAs are funded through five main sources of revenue: farebox revenue, own-source revenue, local assessments, and state and Federal funding. The Commonwealth of Massachusetts provides the RTAs with state operating funds in the form of State Contract Assistance (SCA), which is passed through the Massachusetts Department of Transportation (MassDOT). SCA is distributed by MassDOT amongst the RTAs based on a long-standing allocation formula. In FY2014, the RTAs became forward funded, meaning that SCA is provided at the beginning of the current fiscal year, rather than as a reimbursement for service provided in the previous year. Beginning in FY2019, the RTAs were also allocated an additional sum of operating funds to be used for a competitive discretionary grant program.

Despite increases in funding from FY2014 onward, RTA ridership began to decline in FY2017 (Figure 4).

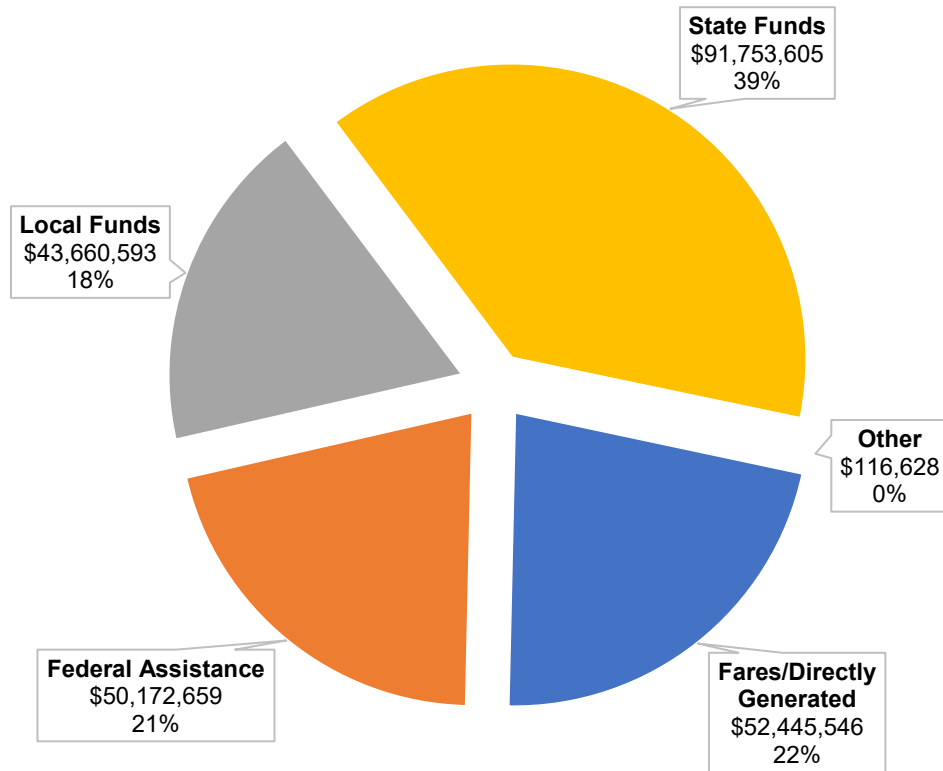
<sup>35</sup> GrantsPlus+ Monthly Service Data Reports



**Figure 4: Total ridership and SCA allocation for all RTAs (FY2007-FY2020). This does not include discretionary grant funding from the FY2019 and FY2020 budget cycles.**

The RTAs' operating budgets are funded through four main sources of revenue: directly generated revenue (farebox and own-source revenue), local assessments, and state and Federal funding (Figure 5). The Commonwealth of Massachusetts provides the RTAs with state operating funds in the form of State Contract Assistance (SCA), which is distributed by MassDOT amongst the RTAs based on a long-standing allocation formula. In FY2014, the RTAs were forward funding, meaning that SCA is provided at the beginning of the current fiscal year, rather than as a reimbursement for service provided in the previous year. Beginning in FY2019, the RTAs were also allocated an additional sum of operating funds to be used for a competitive discretionary grant program.

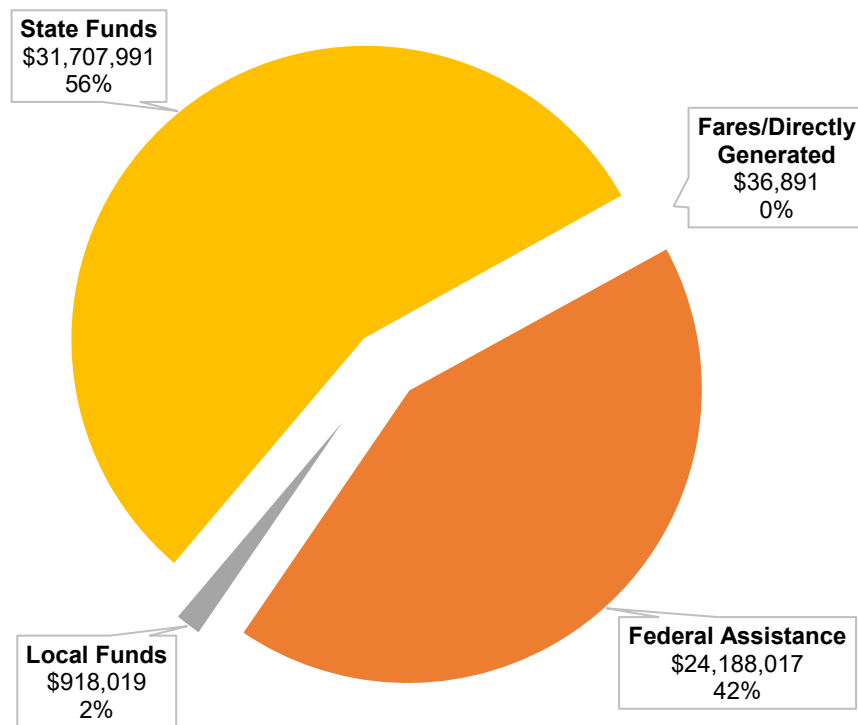




**Figure 5. Sources of operating funds expended during SFY2019.<sup>36</sup>**

The RTAs' capital programs are funded through two main sources: state and Federal funds (Figure 6). Capital funds provided by the Commonwealth is primarily programmed to keep RTA fleets in a state of good repair, as well as for various technical assistance support. State capital funding is also traditionally provided as the required 20% local match to leverage an 80% federal share.

<sup>36</sup> 2019 Annual Database Revenue Sources, National Transit Database (<https://www.transit.dot.gov/ntd/data-product/2019-annual-database-revenue-sources>)



**Figure 6. Sources of capital funds expended during SFY2019.<sup>37</sup>**

Although they have similar service goals, the RTAs serve diverse areas throughout Massachusetts, including many rural areas, much of suburban Boston, colleges towns as well as other colleges and universities, other large and small urbanized areas, and areas where ridership is significantly affected by seasonal tourism. While some of the RTAs are more predominantly defined by their seasonal tourism service or college and university service, many RTAs serve commuters, tourists, students, and a variety of trip purposes, which speaks to the flexibility they must employ.

<sup>37</sup> 2019 Annual Database Revenue Sources, National Transit Database (<https://www.transit.dot.gov/ntd/data-product/2019-annual-database-revenue-sources>)

## Appendix B – RTA Profiles

Appendix B provides an overview of each regional transit authority and includes the following:

### SUMMARY PROFILES

The summary statistics for each RTA were gleaned from the 2019 Program Preview documentation and the GrantsPlus+ Monthly Service Data reports, as well as the agencies' websites. These summaries provide a high-level summary of the RTAs' history, administration, recent operations, and jurisdictions served.

### PERFORMANCE METRICS

For each RTA, a series of charts are included that provide an overview of all performance metrics and targets for each RTA, as identified in the FY20 MOU. The charts in these sections include both the Universal Metrics and the Additional Metrics, as reported through Quarter 4. These are the same values that were reported by metric in the *"Universal" Performance Metrics* section and are now grouped by RTA.

The Additional Metrics were an optional inclusion to the MOUs for the RTAs and reflect the unique measures that each RTA tracks and finds relevant to their system. Since these additional metrics are unique to each RTA, this section does not include comparative interpretation or analysis.

### ASSET MANAGEMENT METRICS

For each RTA, the NTD reported asset management metrics have been summarized by asset category. These are the same values that were reported by metric in the *Asset Management Performance Metrics* section and are now grouped by RTA. It is important to note that the performance reported should still be viewed as draft, as the data is still under review by NTD.

### STRETCH PERFORMANCE METRICS

For each RTA, the Stretch Performance Metrics some RTAs included in the MOUs have been summarized. The Stretch Performance Metrics were an optional inclusion to the MOUs and are designed to foster innovation and entrepreneurship. As the stretch performance measures are unique to each RTA, this section does not include comparative interpretation or analysis.



**Berkshire Regional Transit Authority (BRTA)**

**SUMMARY PROFILE**

**Headquarters:**  
1 Columbus Avenue, Suite 201  
Pittsfield, MA 01201

**Administrator:**  
Robert Malnati

**Website:**  
[www.berkshirerta.com](http://www.berkshirerta.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:45am – 7:20pm Sat: 7:15am – 7:00pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	497,498 unlinked passenger trips
Demand Response	26,978 unlinked passenger trips

Municipalities Served (26)								
Adams	Cheshire	Egremont	Hinsdale	Lenox	New Ashford	Peru	Richmond	Williamstown
Alford	Clarksburg	Florida	Lanesborough	Monterey	North Adams	Pittsfield	Sheffield	Windsor
Becket	Dalton	Great Barrington	Lee	Mount Washington	Otis	Richmond	Washington	

**PERFORMANCE METRICS**

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	533,095	45,457	47,963	42,992	46,522	40,588	38,125	41,019	40,063	32,327	15,398	16,900	22,376	429,730	512,838	-16.21%
UPT/VRM	0.56	0.54	0.55	0.55	0.55	0.50	0.45	0.52	0.52	0.39	0.27	0.30	0.33	0.47	0.51	-8.61%
UPT/VRH	9.69	8.80	9.07	9.07	9.00	8.71	7.72	9.25	9.18	7.41	5.79	6.29	5.76	8.21	8.71	-5.73%
FRR	13.81%	14.50%	13.58%	14.61%	13.15%	12.30%	12.10%	11.93%	15.95%	10.68%	6.35%	7.10%	9.86%	12.02%	11.59%	0.43%
OP EXP/VRM	\$5.43	\$4.84	\$5.73	\$5.19	\$5.58	\$5.31	\$5.02	\$6.03	\$5.21	\$4.81	\$6.22	\$5.82	\$6.17	\$5.45	\$5.57	-2.05%
OP EXP/VRH	\$94.30	\$79.56	\$94.43	\$85.33	\$91.62	\$91.80	\$86.72	\$106.82	\$92.39	\$90.33	\$132.75	\$122.73	\$108.92	\$95.91	\$94.93	1.04%
OTP	90.36%	90.08%	90.12%	90.07%	90.26%	91.01%	91.03%	90.60%	91.01%	94.92%	94.31%	94.80%	93.64%	91.82%	90.81%	1.11%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	28,300	2,202	2,187	2,276	2,552	2,172	1,892	2,196	1,930	1,430	716	713	852	21,118	27,518	-23.26%
UPT/VRM	0.10	0.09	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.11	0.10	0.10	0.10	0.09	5.23%
UPT/VRH	1.27	1.19	1.20	1.26	1.30	1.24	1.15	1.30	1.29	1.05	0.80	0.76	0.79	1.16	1.23	-6.25%
FRR	14.78%	14.89%	11.99%	15.04%	13.56%	13.52%	13.11%	12.03%	12.84%	6.59%	4.05%	4.59%	4.19%	10.62%	10.37%	0.26%
OP EXP/VRM	\$3.14	\$2.43	\$2.94	\$2.51	\$2.85	\$2.87	\$2.82	\$3.09	\$2.74	\$5.09	\$7.73	\$6.92	\$7.28	\$3.41	\$3.70	-7.87%
OP EXP/VRH	\$41.56	\$30.53	\$35.94	\$32.16	\$38.03	\$35.86	\$33.14	\$41.17	\$36.47	\$55.71	\$57.70	\$51.17	\$58.21	\$40.15	\$48.92	-17.92%
OTP	95.95%	90.70%	94.10%	95.75%	94.35%	96.30%	94.50%	97.30%	97.20%	97.30%	98.00%	98.00%	96.55%	95.84%	96.00%	-0.17%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	561,395	47,659	50,150	45,268	49,074	42,760	40,017	43,215	41,993	33,757	16,114	17,613	23,228	450,848	540,356	-16.56%
UPT/VRM	0.45	0.44	0.46	0.45	0.44	0.42	0.38	0.43	0.43	0.35	0.25	0.28	0.30	0.40	0.42	-4.40%
UPT/VRH	7.27	6.80	7.06	6.92	6.88	6.68	6.08	7.05	7.17	5.90	4.54	4.85	4.68	6.38	6.64	-3.84%
FRR	13.93%	14.54%	13.39%	14.66%	13.21%	12.45%	12.22%	11.94%	15.58%	10.02%	6.06%	6.78%	9.13%	11.84%	11.39%	0.45%
OP EXP/VRM	\$4.89	\$4.32	\$5.16	\$4.57	\$4.93	\$4.79	\$4.61	\$5.37	\$4.71	\$4.85	\$6.38	\$5.94	\$6.29	\$5.07	\$5.14	-1.44%
OP EXP/VRH	\$79.11	\$66.67	\$79.47	\$70.68	\$76.86	\$76.56	\$73.36	\$88.68	\$78.13	\$82.11	\$113.88	\$104.17	\$97.88	\$81.48	\$82.19	-0.86%
OTP	93.16%	90.39%	92.11%	92.91%	92.31%	93.66%	92.77%	93.95%	94.11%	96.11%	96.16%	96.40%	95.10%	93.83%	93.41%	0.45%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Difference
Bicycles Carried	7,388	627	658	539	484	339	268	271	224	257	154	263	316	4,400	7,019	-37.31%
Wheelchair Transports	2,240	254	248	241	241	237	186	182	188	147	76	153	194	2,347	2,140	9.70%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	46.16%	46.15%	0.01%	Automobiles	0.00%	100.00%	-100.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	29.63%	44.44%	-14.81%	Trucks/Other Rubber Tires	16.67%	77.78%	-61.11%	Administrative/Maintenance	0.00%	0.00%	0.00%

STRETCH PERFORMANCE METRICS

The BRTA’s MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY2020 target through the end of FY2020:

- Transition from Paper Fare Medium to Electronic Fare-Demand Response:
  - INTERIM MILESTONE (FY20): 20% Conversion
  - PROGRESS THROUGH FY20: BRTA has secured funding and has initiated the procurement process. Funds were released to the vendor to advance the transition.



Brockton Area Transit Authority (BAT)

SUMMARY PROFILE

Headquarters:

155 Court Street

Brockton, MA 02302

Administrator:

Michael Lambert

Website:

[www.ridebat.com](http://www.ridebat.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 4:50am – 12:20am Sat: 5:05am – 11:40pm Sun: 11:00am – 7:30pm

Ridership Information (FY19)	
Fixed Route	2,642,968 unlinked passenger trips
Demand Response	164,667 unlinked passenger trips

Municipalities Served (9)								
Abington	Avon	Bridgewater	Brockton	East Bridgewater	Easton	Stoughton	West Bridgewater	Whitman

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,405,040	199,117	211,340	232,952	255,408	219,066	189,218	192,481	197,473	131,518	43,714	46,121	68,789	1,987,197	2,432,457	-18.30%
UPT/VRH	22.27	23.03	23.91	24.96	24.86	25.43	21.23	21.65	20.95	17.17	0.66	0.72	0.95	20.45	22.57	-9.38%
FRR	22.13%	25.50%	23.39%	20.98%	26.98%	24.32%	19.64%	19.39%	23.73%	13.82%	0.07%	0.03%	0.01%	16.45%	22.25%	-5.80%
OP EXP/VRM	\$8.79	\$8.25	\$9.62	\$9.97	\$7.62	\$7.91	\$8.73	\$9.28	\$7.97	\$10.28	\$12.56	\$15.30	\$14.08	\$9.69	\$8.86	9.41%
OTP	97.33%	98.49%	98.47%	94.96%	96.56%	95.67%	96.02%	98.05%	99.00%	99.58%	100.00%	100.00%	100.00%	98.07%	97.50%	0.57%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	167,843	14,828	15,014	13,708	15,334	13,308	12,882	13,845	12,212	8,012	2,840	2,597	3,236	127,816	168,312	-24.06%
UPT/VRH	2.47	0.25	0.25	0.25	0.25	0.24	0.24	0.24	0.24	0.21	0.71	0.70	0.82	2.14	2.47	-13.16%
FRR	28.95%	33.59%	33.83%	30.80%	35.74%	33.42%	29.63%	31.55%	31.41%	18.72%	2.49%	2.46%	3.58%	24.97%	29.00%	-4.03%
OP EXP/VRM	\$6.32	\$58.83	\$58.41	\$60.38	\$54.05	\$60.54	\$62.94	\$62.43	\$62.92	\$59.33	\$72.37	\$73.55	\$58.35	\$6.71	\$6.62	1.33%
OTP	88.73%	87.85%	88.32%	84.44%	84.95%	94.97%	84.90%	87.60%	98.60%	90.02%	97.61%	95.41%	94.40%	90.76%	88.75%	2.01%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,572,883	213,945	226,354	246,660	270,742	232,374	202,100	206,326	209,685	139,530	46,554	48,718	72,025	2,115,013	2,600,769	-18.68%
UPT/VRH	14.60	1.28	1.37	1.51	1.43	1.44	1.22	1.23	1.34	1.01	0.66	0.72	0.95	13.49	15.65	-13.78%
FRR	23.96%	27.68%	25.94%	23.24%	29.13%	26.76%	22.15%	22.45%	25.79%	14.91%	0.70%	0.56%	0.67%	18.51%	24.24%	-5.73%
OP EXP/VRM	\$7.97	\$85.83	\$92.43	\$95.45	\$79.89	\$84.24	\$92.19	\$94.39	\$80.53	\$104.20	\$116.61	\$137.45	\$131.35	\$8.75	\$8.11	7.91%
OTP	96.81%	97.75%	97.80%	94.38%	95.90%	95.06%	95.31%	97.35%	98.34%	99.03%	97.35%	98.34%	99.03%	97.14%	96.98%	0.16%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$4.59	\$4.49	\$4.77	\$4.62	\$3.81	\$3.87	\$5.14	\$5.27	\$4.28	\$7.74	\$18.92	\$21.30	\$14.80	\$5.77	\$4.70	-18.54%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$25.68	\$22.24	\$21.72	\$23.42	\$20.66	\$23.24	\$25.29	\$24.70	\$25.26	\$36.34	\$24.01	\$25.77	\$17.31	\$28.66	\$26.80	-6.49%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$5.65	\$5.72	\$5.89	\$5.67	\$4.76	\$4.97	\$6.43	\$6.57	\$5.50	\$9.39	\$24.01	\$25.77	\$17.31	\$7.16	\$6.05	-15.50%

## ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	5.00%	2.17%	2.83%	Automobiles	34.00%	33.33%	0.67%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	50.00%	100.00%	-50.00%	Trucks/Other Rubber	50.00%	37.50%	12.50%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	20.00%	17.24%	2.76%	Tires							

## STRETCH PERFORMANCE METRICS

The BAT's MOU includes five stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 interim milestones through the end of FY2020:

- Partner with the Massachusetts Bay Transportation Authority (MBTA) on Fixed Route, Demand Response, and Commuter Rail Services to offer improved customer service at a reduced cost to the Commonwealth of Massachusetts:
  - INTERIM MILESTONE (FY20):** Expand Demand Response Service to adjacent towns of the RTA service area.
  - PROGRESS THROUGH END OF FY20:** BAT has initiated coordination with the MBTA, but discussions have been tabled due to the COVID-19 Pandemic.
- Convert Demand Response service to account based, no cash on board fare collection system in accordance with MBTA and MetroWest Regional Transit Authority (MWRTA):
  - INTERIM MILESTONE (FY20):** Over 75% of customers are integrated.

- **PROGRESS THROUGH END OF FY20:** BAT has completed the website and enrolled customers. Although BAT has initiated testing, there have been delays in completing the conversion process due to the COVID-19 Pandemic. Project to likely go live on September 1 with all customers required to utilize.
- Review conclusions of the RTA Transportation Network Company (TNC) study and implement
  - **INTERIM MILESTONE FY20:** Complete review of options.
  - **PROGRESS THROUGH THE END OF FY20:** BAT has completed the review.
- Take advantage of MassDOT route study and any additional funding to add an Electric Bus component to the fleet:
  - **INTERIM MILESTONE FY20:** Begin analysis of routes and capital costs.
  - **PROGRESS THROUGH END OF FY20:** BAT has used the Capital Improvement Program (CIP) process to examine electric bus infrastructure and has programmed electric buses in its 2025 TIP.
- Outfit Entire Fleet with Automated Passenger Counters (APCs):
  - **INTERIM MILESTONE FY20:** Obtain Funding.
  - **PROGRESS THROUGH END OF FY20:** Funding has been awarded and BAT is awaiting approval of this project in MassDOT's current Statewide Transportation Improvement Program (STIP).





Cape Ann Transportation Authority (CATA)

SUMMARY PROFILE

Headquarters:  
3 Pond Road  
Gloucester, MA 01930

Administrator:  
Felicia Webb

Website:  
[www.canntran.com](http://www.canntran.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 6:30am – 7:00pm Sat: 8:00am – 6:00pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	202,744 unlinked passenger trips
Demand Response	29,371 unlinked passenger trips

Municipalities Served (5)				
Essex	Gloucester	Hamilton	Ipswich	Rockport

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	192,864	21,380	19,166	20,395	19,847	15,120	12,809	14,359	13,129	9,960	4,149	7,565	9,623	167,502	198,650	-15.68%
UPT/VRH	13.38	12.14	10.41	13.47	13.43	11.12	8.54	10.24	9.80	7.48	3.32	3.07	3.77	8.46	14.15	-40.18%
FRR	8.97%	8.56%	13.41%	15.63%	5.39%	5.04%	3.95%	5.26%	5.25%	3.08%	0.40%	0.05%	0.00%	5.48%	9.11%	-3.63%
OP EXP/VRH	\$122.69	\$123.24	\$102.99	\$112.27	\$128.38	\$113.78	\$113.54	\$136.85	\$110.86	\$129.03	\$146.17	\$70.62	\$85.08	\$110.01	\$124.58	-11.69%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	29,116	2,445	2,653	2,349	2,729	2,448	2,636	2,695	2,381	1,748	628	673	992	24,377	29,989	-18.71%
UPT/VRH	3.11	2.55	2.47	2.74	2.38	2.58	2.48	2.73	2.61	2.09	1.48	1.49	1.56	2.37	3.04	-22.14%
FRR	3.18%	3.21%	3.16%	2.98%	2.96%	3.22%	3.16%	2.92%	3.14%	2.04%	0.25%	0.09%	0.22%	2.44%	3.23%	-0.79%
OP EXP/VRH	\$81.11	\$83.18	\$85.87	\$87.90	\$77.39	\$76.73	\$78.43	\$93.06	\$81.69	\$94.87	\$167.37	\$92.89	\$102.43	\$88.97	\$89.70	-0.81%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	221,980	23,825	21,819	22,744	22,576	17,568	15,445	17,054	15,510	11,708	4,777	8,238	10,615	191,879	228,639	-16.08%
UPT/VRH	9.63	8.75	7.48	9.59	8.60	7.61	6.03	7.14	6.89	5.40	2.86	2.83	3.33	6.38	9.63	-33.80%
FRR	7.24%	7.13%	10.05%	11.74%	4.62%	4.46%	3.69%	4.50%	4.54%	2.75%	0.36%	0.06%	0.05%	4.58%	7.24%	-2.66%
OP EXP/VRH	\$106.33	\$109.11	\$96.68	\$103.46	\$106.11	\$98.55	\$98.98	\$118.77	\$99.05	\$115.84	\$151.55	\$74.09	\$88.53	\$102.81	\$106.33	-3.31%

The CATA opted not to include additional metrics in the FY2020-2021 MOU.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	25.00%	25.00%	0.00%	Trucks/Other Rubber	0.00%	33.00%	-33.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	33.00%	-33.00%	Tires							

STRETCH PERFORMANCE METRICS

The CATA’s MOU includes two stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 targets through the end of FY2020:

- Increase Number of Public/Private Partnerships:
  - **INTERIM MILESTONE (FY20):** Establish one new public/private partnership.
  - **PROGRESS THROUGH END OF FY20:** CATA has secured funding through the MassDOT Workforce Transportation Grant Program, which required financial commitment from the local business community.
- Develop a new On-Time Performance (OTP) metric other than the existing “Out of the Barn” metric:
  - **INTERIM MILESTONE (FY20):** Develop mew on-time performance metric and implementation plan
  - **PROGRESS TRHOUGH END OF FY2020:** CATA is working to determine the OTP metric which would be most appropriate for the agency, balancing customer service with staff available to monitor.



Cape Cod Regional Transit Authority (CCRTA)

SUMMARY PROFILE

Headquarters:  
215 Iyannough Road, PO Box 1988  
Hyannis, MA 02601

Administrator:  
Thomas Cahir

Website:  
[www.capecodtransit.org](http://www.capecodtransit.org)

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 5:30am – 9:00pm Sat: 7:30am – 9:00pm Sun: Seasonal Service

Ridership Information (FY19)	
Fixed Route	605,126 unlinked passenger trips
Demand Response	454,308 unlinked passenger trips
Demand Taxi	106,034 unlinked passenger trips

Municipalities Served (15)								
Barnstable	Brewster	Dennis	Falmouth	Mashpee	Provincetown	Truro	Wellfleet	Yarmouth
Bourne	Chatham	Eastham	Harwich	Orleans	Sandwich			

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	614,144	159,562	167,171	57,758	48,217	39,171	33,138	29,545	36,515	27,249	11,559	15,088	26,908	651,881	620,285	5.09%
UPT/VRH	6.13	15.84	14.58	8.67	8.15	7.01	5.78	5.01	6.86	5.55	3.82	4.10	4.20	8.73	6.19	40.98%
FRR	17.20%	27.35%	27.65%	18.09%	10.29%	10.29%	10.29%	8.40%	8.40%	8.40%	0.55%	1.25%	15.13%	12.64%	17.45%	-4.81%
OP EXP/VRH	\$60.83	\$40.71	\$41.50	\$55.79	\$75.68	\$75.56	\$71.36	\$76.85	\$80.28	\$84.39	\$176.28	\$148.38	\$77.63	\$82.89	\$62.32	33.02%
OTP	67.30%	49.90%	46.21%	59.01%	81.55%	84.74%	85.66%	93.69%	95.81%	95.21%	80.34%	73.46%	79.96%	77.13%	67.80%	9.33%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	457,105	45,337	46,175	43,985	47,745	42,069	41,239	44,414	39,968	24,114	3,884	4,375	6,559	389,864	457,105	-14.71%
UPT/VRH	2.02	2.39	2.40	2.69	2.60	2.41	2.22	2.33	2.29	2.13	1.57	1.48	1.15	2.32	2.04	13.54%
FRR	21.36%	25.01%	22.23%	21.79%	10.74%	10.74%	10.74%	6.25%	6.25%	6.25%	0.05%	0.11%	1.29%	11.32%	21.61%	-10.29%
OP EXP/VRH	\$23.95	\$22.29	\$26.84	\$30.38	\$16.88	\$16.71	\$15.28	\$25.11	\$25.83	\$38.66	\$162.71	\$140.43	\$76.32	\$33.20	\$24.53	35.31%
OTP	92.55%	88.70%	89.96%	92.07%	92.07%	92.59%	92.37%	93.69%	95.81%	95.21%	94.08%	95.21%	97.49%	93.27%	93.05%	0.22%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,165,140	214,345	222,699	110,799	105,837	90,370	83,399	83,849	85,564	58,335	18,670	23,203	38,202	1,135,272	1,176,791	-3.53%
UPT/VRH	2.86	5.84	5.82	3.63	0.20	0.19	0.18	2.56	2.88	2.72	2.45	2.52	2.48	0.67	2.89	-76.73%
FRR	53.13%	59.73%	55.90%	56.06%	55.16%	55.16%	55.16%	54.48%	54.48%	54.48%	19.02%	18.76%	24.25%	49.36%	53.38%	-4.02%
OP EXP/VRH	\$35.28	\$23.13	\$26.54	\$29.08	\$1.91	\$2.01	\$1.95	\$28.47	\$29.59	\$39.75	\$139.78	\$119.88	\$70.69	\$13.49	\$36.15	-62.68%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	8,404,114	2,183,490	2,287,614	790,376	659,815	536,027	453,469	404,302	499,681	372,883	158,177	206,468	368,216	8,920,518	8,488,155	5.09%
% Community Activity Centers (CACs) Served	90.00%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	90.00%	4.12%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	1,512,781	531,209	539,820	528,964	578,142	501,625	492,918	533,176	478,878	312,781	533,176	478,878	312,781	5,822,347	8,488,155	-31.41%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	10,385,755	2,883,214	2,995,029	1,485,662	1,420,786	1,200,402	1,106,837	1,110,880	1,132,925	804,216	864,754	839,712	799,550	16,643,967	10,437,684	59.46%
% Facility Energy from Alternative Sources	5.00%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	16.65%	49.32%	19.37%	45.00%	-25.63%
Own Source Revenue as % of Operating Budget	2.53%	2.92%	2.11%	1.61%	2.96%	2.96%	2.96%	1.41%	1.55%	1.69%	3.07%	3.40%	4.01%	2.49%	5.53%	-3.04%
FTA Apportionment Increase	\$8,207,213	\$8,890,153	\$8,890,153	\$8,890,153	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$10,696,637	\$8,412,393	27.15%

Notes:  
FTA Apportionment tables are published once per year.  
Full activation of the solar arrays at the Hyannis Transportation Center has been reached. Full activation at the South Dennis Operations Center is anticipated later this summer.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%	Trucks/Other Rubber Tires	10.00%	0.00%	10.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	10.00%	9.35%	0.65%					Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	0.00%	0.00%								

## STRETCH PERFORMANCE METRICS

The CCRTA's MOU includes three stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 targets through the end of FY2020:

- Increase Fixed Route Unlinked Passenger Trips (UPT):
  - **INTERIM MILESTONE (FY20):** 626,427
  - **PROGRESS THROUGH END OF FY20:** SThe total number of UPT in FY20 (651,881) exceeded the interim milestone target of 626,427.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
384,491	120,526	93,309	53,555	651,881

- Percentage of fixed route service running on 30-minute headways or less:
  - **TARGET (FY20):** 12.50%
  - **PROGRESS TRHOUGH END OF FY20:** Actual service fell short of meeting stretch goal by only 0.3%, despite COVID-19 impacts on service.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
30.8%	0.00%	0.00%	17.95%	12.2%

- Jobs Located within a 10 Minute Walk of Fixed Route Service:
  - **TARGET (FY20):** 28,288
  - **PROGRESS TRHOUGH END OF FY2020:** Stretch goal target met and exceeded, based on ESRI Business Analyst Data (data does not include impact of COVID-19 on changes to employment).

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
74,340	74,340	74,340	74,340	74,340



Franklin Regional Transit Authority (FRTA)



SUMMARY PROFILE

Headquarters:  
12 Olive Street  
Greenfield, MA 01301

Administrator:  
Tina Cote

Website:  
[www.frta.org](http://www.frta.org)

Agency Information	
Year Founded	1978
Service Hours	Mon – Fri: 5:00am – 7:30pm Sat – Sun: No Service

Ridership Information (FY19)	
Fixed Route	132,146 unlinked passenger trips
Demand Response	25,450 unlinked passenger trips

Municipalities Served (41)								
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whately
Bernardston	Chesterfield	Erving	Hatfield	Middlefield	Orange	Russel	Warwick	Worthington
Blandford	Colrain	Gill	Hawley	Montague	Petersham	Shelburne	Wendell	
Buckland	Conway	Goshen	Heath	Montgomery	Phillipston	Shutesbury	Westhampton	
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton		

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	126,308	11,410	9,052	14,416	11,129	9,075	8,204	9,266	9,625	7,524	934	848	1,523	93,006	128,834	-27.81%
UPT/VRH	8.52	7.69	6.33	10.71	4.00	3.85	3.36	6.48	7.79	5.67	1.88	2.18	2.54	5.37	8.69	-38.20%
FRR	5.96%	3.36%	7.72%	12.06%	8.07%	7.83%	6.08%	8.93%	7.35%	6.86%	0.40%	0.01%	0.07%	5.60%	6.08%	-0.48%
OP EXP/VRH	\$128.45	\$207.73	\$87.58	\$100.64	\$49.41	\$54.06	\$59.33	\$105.15	\$103.17	\$97.85	\$271.25	\$274.05	\$223.54	\$101.71	\$131.01	-22.36%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	27,400	1,906	1,875	2,137	2,332	2,037	1,850	2,073	1,828	1,406	699	787	809	19,739	27,948	-29.37%
UPT/VRH	1.66	0.13	0.13	0.13	0.13	0.13	0.14	0.13	0.14	0.13	0.11	0.12	0.10	1.64	1.69	-2.69%
FRR	14.73%	4.85%	10.38%	20.96%	11.96%	12.30%	10.00%	10.28%	12.40%	10.15%	5.18%	7.56%	6.65%	9.93%	15.02%	-5.09%
OP EXP/VRH	\$60.24	\$139.98	\$67.21	\$68.40	\$69.19	\$75.07	\$85.80	\$80.52	\$78.99	\$98.30	\$163.48	\$113.87	\$141.41	\$91.76	\$61.44	49.36%
OTP	76.59%	87.00%	89.00%	88.00%	88.00%	85.00%	84.00%	88.00%	87.00%	84.00%	89.56%	89.86%	90.17%	87.47%	78.12%	9.35%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	153,708	13,316	10,927	16,553	13,461	11,112	10,054	11,339	11,453	8,930	1,633	1,635	2,332	112,745	156,782	-28.09%
UPT/VRH	4.90	0.26	0.22	0.33	0.25	0.24	0.20	0.23	0.25	0.21	0.08	0.09	0.10	3.85	4.99	-22.94%
FRR	8.97%	3.88%	8.75%	15.60%	9.65%	9.60%	7.61%	9.46%	9.33%	8.14%	2.19%	2.94%	2.69%	7.26%	9.14%	-1.88%
OP EXP/VRH	\$92.55	\$177.83	\$78.37	\$84.74	\$55.88	\$60.80	\$67.44	\$93.92	\$92.14	\$98.03	\$217.47	\$177.17	\$181.51	\$97.64	\$94.40	3.43%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger	\$14.17	\$26.09	\$12.77	\$8.26	\$11.36	\$12.96	\$16.57	\$14.78	\$12.27	\$16.06	\$143.75	\$125.61	\$87.90	\$17.88	\$14.45	23.74%
% of Completed Trips	99.60%	100.00%	100.00%	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%	90.47%	38.48%	33.87%	42.67%	83.76%	100.00%	-16.24%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger	\$31.02	\$81.91	\$37.94	\$33.14	\$35.34	\$36.01	\$44.95	\$41.75	\$39.22	\$53.02	\$109.77	\$79.59	\$102.47	\$50.26	\$31.64	58.84%
% of Completed Trips	99.70%	98.65%	99.15%	99.86%	99.28%	99.66%	99.57%	99.42%	98.65%	99.72%	100.00%	100.00%	100.00%	99.50%	99.00%	0.50%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Valid Complaints/100,000 VRM	11.49	15.02	0.00	6.04	0.00	9.00	0.00	8.82	8.73	0.00	0.00	0.00	0.00	1.20	11.26	-89.37%
Preventable Accidents/100,000 VRM	1.69	0.00	3.00	1.00	1.89	2.20	1.98	0.00	2.22	0.00	0.00	0.00	8.16	1.99	1.65	20.88%
Road Calls/100,000 VRM	3.32	1.00	0.00	0.00	1.89	2.20	1.98	1.99	4.44	0.00	0.00	0.00	4.08	1.60	3.25	-50.90%
Revenue Vehicle Inspections	98.51%	80.00%	70.59%	62.50%	100.00%	76.92%	100.00%	100.00%	100.00%	100.00%	83.33%	46.67%	66.67%	80.59%	99.00%	-18.41%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	10.00%	0.00%	10.00%	Automobiles	33.00%	100.00%	-67.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	14.00%	0.00%	14.00%	Trucks/Other Rubber Tires	10.00%	28.57%	-18.57%	Administrative/Maintenance	100.00%	50.00%	50.00%
Van (VN)	10.00%	80.95%	-70.95%								

STRETCH PERFORMANCE METRICS

The FRTA opted to not include stretch performance metrics in the FY2020-2021 MOU.



Greater Attleboro-Taunton Regional Transit Authority (GATRA)



SUMMARY PROFILE

Headquarters:  
10 Oak Street  
Taunton, MA 02780

Administrator:  
Mark Sousa

Website:  
[www.gatra.org](http://www.gatra.org)

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 6:00am – 6:30pm Sat: 9:00am-5:00pm Sun: No Service (except Scituate)

Ridership Information (FY19)	
Fixed Route	712,107 unlinked passenger trips
Demand Response	315,469 unlinked passenger trips

Municipalities Served (27)									
Attleboro	Carver	Foxborough	Kingston	Medway	North Attleboro	Plainville	Rehoboth	Taunton	
Bellingham	Dighton	Franklin	Lakeville	Middleborough	Norton	Plymouth	Scituate	Wareham	
Berkley	Duxbury	Hanover	Mansfield	Norfolk	Pembroke	Raynham	Seekonk	Wrentham	

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	729,400	56,095	59,797	55,463	59,189	56,340	53,791	54,592	53,575	38,721	16,056	17,358	22,270	543,247	768,450	-29.31%
UPT/VRM	0.36	0.41	0.42	0.43	0.42	0.43	0.40	0.39	0.41	0.29	0.16	0.19	0.24	0.36	0.42	-14.33%
UPT/VRH	5.90	7.60	7.79	7.89	7.73	7.82	6.84	7.21	7.51	5.66	3.06	3.59	4.54	6.68	6.30	6.01%
FRR	8.25%	9.89%	6.26%	11.54%	10.20%	8.15%	7.14%	7.57%	9.74%	13.29%	10.03%	10.20%	10.11%	9.40%	9.30%	0.10%
OP EXP/VRH	\$75.65	\$92.35	\$79.92	\$86.67	\$70.88	\$94.84	\$91.47	\$91.61	\$96.76	\$87.95	\$100.64	\$96.47	\$101.38	\$90.07	\$78.25	15.11%
OTP	87.00%	86.00%	86.00%	87.00%	87.00%	87.00%	89.60%	85.00%	92.00%	96.00%	100.00%	100.00%	100.00%	91.30%	92.00%	-0.70%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	307,650	25,838	26,620	24,353	26,412	23,329	22,527	25,362	23,429	13,623	4,320	3,995	6,684	226,492	320,100	-29.24%
UPT/VRM	0.20	0.18	0.18	0.19	0.18	0.18	0.18	0.18	0.18	0.16	0.14	0.14	0.15	0.18	0.23	-23.25%
UPT/VRH	2.50	2.04	2.34	2.21	2.34	2.38	2.31	2.18	2.37	1.61	1.34	1.55	1.82	2.15	2.70	-20.42%
FRR	4.20%	5.66%	5.89%	5.28%	5.03%	6.75%	4.29%	6.29%	4.41%	4.18%	6.67%	7.10%	6.48%	5.62%	6.00%	-0.38%
OP EXP/VRH	\$56.67	\$52.92	\$58.77	\$57.95	\$56.96	\$67.06	\$71.99	\$57.78	\$64.96	\$65.37	\$155.36	\$192.10	\$142.10	\$69.92	\$59.30	17.91%
OTP	89.00%	91.00%	90.00%	90.00%	85.00%	82.10%	84.00%	91.20%	90.00%	94.50%	100.00%	100.00%	100.00%	91.48%	93.00%	-1.52%





Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,037,050	81,933	86,417	79,816	85,601	79,669	76,318	79,954	77,004	52,344	20,376	21,353	28,954	769,739	1,088,550	-29.29%
UPT/VRM	0.28	0.30	0.30	0.31	0.30	0.30	0.29	0.28	0.30	0.24	0.15	0.18	0.21	0.28	0.33	-16.48%
UPT/VRH	4.20	4.08	4.53	4.42	4.52	4.68	4.33	4.17	4.52	3.42	2.40	2.88	3.37	4.12	4.50	-8.41%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	7	7	7	8	17	6	8	0	0	0	0	0	0	4	11	-59.85%
Subsidy per Passenger Trip	\$8.75	\$10.95	\$9.61	\$9.72	\$8.24	\$11.14	\$12.41	\$11.74	\$11.63	\$13.48	\$29.56	\$24.12	\$20.09	\$12.22	\$8.45	44.59%
Preventable Accidents/100,000 VRM	0.51	0.00	0.72	0.00	0.68	0.00	0.78	0.00	1.52	0.00	0.00	0.00	0.00	0.20	0.48	-58.33%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger Trip	\$21.99	\$24.53	\$23.67	\$24.88	\$23.08	\$26.29	\$29.82	\$24.80	\$26.24	\$38.88	\$108.48	\$115.38	\$73.16	\$30.71	\$21.99	39.68%
Preventable Accidents/100,000 VRM	0.76	0.00	0.73	0.00	0.71	0.00	0.00	0.72	0.00	0.00	0.00	0.00	0.00	0.39	0.76	-48.68%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	17.00%	18.75%	-1.75%	Automobiles	33.00%	33.33%	-0.33%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	1.75%	-1.75%	Trucks/Other Rubber Tires	40.00%	40.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	4.00%	29.41%	-25.41%								

STRETCH PERFORMANCE METRICS

The GATRA opted not to include stretch performance metrics in the FY2020-2021 MOU.

## Lowell Regional Transit Authority (LRTA)

### SUMMARY PROFILE

**Headquarters:**  
115 Thorndike Street  
Lowell, MA 01852

**Administrator:**  
James Scanlan

**Website:**  
[www.lrta.com](http://www.lrta.com)



Agency Information	
Year Founded	1976
Service Hours	Mon - Sat: 5:30am – 9:30pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	1,369,163 unlinked passenger trips
Demand Response	107,681 unlinked passenger trips

Municipalities Served (14)							
Acton	Carlisle	Dracut	Groton	Maynard	Tewksbury	Tyngsborough	*Received no service in
Billerica	Chelmsford	Dunstable*	Lowell	Pepperell	Townsend	Westford	16/17

### PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,411,149	98,412	102,147	120,887	133,488	111,960	95,578	107,552	103,017	73,064	22,123	24,069	32,348	1,024,645	1,485,940	-31.04%
UPT/VRH	15.70	12.56	12.74	15.98	16.07	13.48	12.29	13.62	13.79	9.60	4.39	5.43	6.60	12.03	15.78	-23.75%
OTP	83.00%	82.84%	81.96%	77.25%	80.00%	80.80%	78.10%	83.26%	81.33%	90.25%	86.90%	90.66%	88.92%	83.52%	85.00%	-1.48%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	111,166	9,377	9,839	9,441	9,964	8,327	7,311	8,735	8,041	5,175	1,619	1,677	2,591	82,097	111,722	-26.52%
UPT/VRH	2.30	2.48	2.48	2.46	2.27	2.19	2.13	2.59	2.56	2.06	1.21	1.44	1.58	2.26	2.31	-2.33%
OTP	87.80%	94.02%	92.77%	92.90%	92.73%	90.98%	93.78%	91.66%	92.36%	94.40%	99.05%	99.02%	98.04%	94.31%	90.00%	4.31%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,522,315	107,789	111,986	130,328	143,452	120,287	102,889	116,287	111,058	78,239	23,742	25,746	34,939	1,106,742	1,597,662	-30.73%
FRR	16.00%	18.02%	11.15%	16.93%	17.58%	18.44%	15.81%	18.52%	22.72%	14.66%	3.19%	0.94%	0.62%	13.25%	16.40%	-3.15%
OP EXP/VRH	\$59.30	\$56.66	\$70.04	\$68.13	\$56.49	\$54.95	\$64.77	\$58.66	\$41.64	\$65.75	\$94.13	\$97.49	\$102.44	\$65.56	\$60.78	7.86%

The LRTA opted not to include additional metrics in the FY2020-2021 MOU.

Notes:

Operating expenses do not include maintenance costs.

## ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	20.00%	18.18%	1.82%	Automobiles	0.00%	33.33%	-33.33%	Passenger/Parking	20.00%	0.00%	20.00%
Cutaway (CU)	24.00%	17.02%	6.98%	Trucks/Other Rubber	67.00%	66.67%	0.33%	Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	0.00%	0.00%	Tires							

## STRETCH PERFORMANCE METRICS

The LRTA's MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 interim milestones through the end of FY2020:

- Social Media - Annual Program:
  - **TARGET (FY20):** Create an LRTA Facebook page and Twitter account
  - **PROGRESS THROUGH END OF FY20:** LRTA launched its Facebook page in Q1, its Twitter and Instagram account in Q2, and has begun discussing updates to the website with the MassDOT vendor Trillium and a new website should be ready to launch by Thanksgiving.
- Minority Population Outreach:
  - **TARGET (FY20):** Develop and launch outreach campaign to Cambodian population of Lowell.
  - **PROGRESS THROUGH END OF FY20:** LRTA has published a series of articles in the local Cambodian newspaper inviting the Cambodian community to partner with LRTA. Several meetings and tours have taken place, but continued efforts have been impacted by the coronavirus outbreak, but the LRTA continued to submit career opportunity information to the local Cambodian newspaper and had additional meetings to discuss the future. Through the Comprehensive Regional Transportation Program, LRTA also reached out to the Cambodian Mutual Assistance Association of Greater Lowell.
- Travel Training:
  - **TARGET (FY20):** Create one travel training video
  - **PROGRESS THROUGH END OF FY20:** LRTA has developed a list of topic ideas for filming, which has since been put on hold due to COVID-19. LRTA continues to leverage their social media and website for information encouraging social distancing and the safe utilization of public transportation, as well as construction projects that affect LRTA routes. Shuttle service to the Judicial Center, including a new bus stop location was also displayed on posters and disseminated through social media platforms.
- Increase Non-Fare Revenues (excluding advertising):
  - **TARGET (FY20):** \$958,100
  - **PROGRESS THROUGH END OF FY20:** The target value was not met due to significantly lower revenues in Q4, potentially due to COVID-19 impacts. Based on an extrapolation of Q1 – Q3 non-fare revenues, LRTA was on target to meet this stretch goal through Q3.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
\$259,540	\$260,088.04	\$263,592	89,768	\$872,988

- Community Outreach:
  - **TARGET (FY20):** Establish two new partnerships



- **PROGRESS THROUGH END OF FY20:** LRTA has engaged with the Lowell Community Health Center, Market Basket and several church groups to provide information on LRTA service and how LRTA can best serve each group. LRTA bus drivers, staff, and administration also held a food drive for the Merrimack Valley Food Bank and collected more than 2,500 pounds of items, which garnered local publicity. LRTA was also featured in a “local heroes” story that featured LRTA bus drivers.

**Martha’s Vineyard Transit Authority (VTA)**



**SUMMARY PROFILE**

**Headquarters:**  
11A Street, Airport Business Park  
Edgartown, MA 02359

**Administrator:**  
Angela Gompert

**Website:**  
[www.vineyardtransit.com](http://www.vineyardtransit.com)

Agency Information	
Year Founded	1980
Service Hours	Seasonal Service

Ridership Information (FY19)	
Fixed Route	1,305,195 unlinked passenger trips
Demand Response	12,250 unlinked passenger trips

Municipalities Served (6)				
Aquinnah Chilmark	Edgartown	Oak Bluffs	Tisbury	West Tisbury

**PERFORMANCE METRICS**

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,347,337	246,316	269,351	135,159	63,903	34,038	23,053	21,433	20,366	16,042	6,971	14,647	40,504	891,783	1,354,074	-34.14%
UPT/VRM	1.11	1.86	1.81	1.28	1.15	0.65	0.64	0.52	0.58	0.42	0.19	0.28	0.62	1.12	1.18	-5.36%
UPT/VRH	18.90	25.20	26.28	20.41	18.05	10.32	10.33	9.22	9.55	7.12	3.08	4.18	9.72	17.03	19.20	-11.29%
FRR	37.86%	55.75%	60.89%	36.15%	22.66%	13.10%	11.76%	73.01%	15.95%	14.46%	23.01%	48.12%	65.22%	38.92%	36.43%	2.49%
OP EXP/VRM	\$3.62	\$5.00	\$5.16	\$4.87	\$7.96	\$6.96	\$11.97	\$2.56	\$8.32	\$6.57	\$7.58	\$7.35	\$6.97	\$6.19	\$3.80	62.86%
OP EXP/VRH	\$61.50	\$67.74	\$74.84	\$77.74	\$125.07	\$109.77	\$194.48	\$45.38	\$137.22	\$110.62	\$123.19	\$108.00	\$109.01	\$94.38	\$61.81	52.69%
OTP	94.00%	80.00%	94.50%	97.50%	97.50%	98.25%	99.50%	99.50%	98.50%	96.50%	96.50%	97.50%	98.00%	96.15%	95.00%	1.15%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	13,160	980	1,079	1,008	1,137	777	987	1,069	836	508	57	75	97	8,610	13,230	-34.92%
UPT/VRM	0.11	0.06	0.10	0.12	0.14	0.10	0.12	0.14	0.14	0.13	0.06	0.12	0.02	0.11	0.12	-13.08%
UPT/VRH	1.67	1.67	1.82	1.74	1.81	1.42	1.70	1.89	1.68	1.63	0.92	1.23	0.79	1.68	1.80	-6.83%
FRR	5.22%	2.24%	3.41%	3.87%	13.57%	18.73%	11.96%	20.52%	17.90%	29.54%	38.51%	27.08%	14.75%	13.44%	5.36%	8.08%
OP EXP/VRM	\$6.80	\$4.97	\$8.65	\$6.93	\$8.78	\$6.47	\$7.40	\$4.54	\$8.07	\$10.43	\$22.68	\$54.64	\$14.89	\$7.94	\$7.14	11.16%
OP EXP/VRH	\$84.66	\$132.15	\$151.37	\$103.77	\$115.51	\$87.95	\$100.88	\$62.97	\$100.44	\$126.16	\$323.01	\$568.79	\$513.89	\$126.47	\$85.08	48.64%
OTP	90.10%	82.00%	96.00%	98.00%	91.20%	90.30%	90.70%	90.90%	93.60%	93.50%	99.50%	87.80%	92.40%	92.16%	91.80%	0.36%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,360,497	247,296	270,430	136,167	65,040	34,815	24,040	22,502	21,202	16,550	7,028	14,722	40,601	900,393	1,367,304	-34.15%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Multi-day & Annual Passes Sold	204,495	27,218	26,581	10,012	2,384	1,441	266	520	160	41	0	19	8	68,650	206,535	-66.76%
Verified Complaints	100	14	19	15	10	6	5	1	1	5	1	4	3	84	100	-16.00%
Chargeable Road Calls	62	3	1	5	2	2	3	2	2	2	2	1	1	26	62	-58.06%
Preventable Accidents	54	3	5	5	1	0	2	1	0	1	0	0	1	19	54	-64.81%
Preventative Maintenance	97.00%	97.00%	96.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%	97.00%	100.00%	100.00%	98.92%	97.00%	1.92%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
"No Show" Trips	100	34	20	12	20	25	22	15	7	10	2	2	0	169	90	87.78%
Verified Complaints	30	0	1	0	0	0	0	1	0	0	0	0	0	2	27.5	-92.73%
Chargeable Road Calls	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0.5	-100.00%
Preventable Accidents	4	0	1	0	0	0	0	0	0	0	0	0	0	1	3.5	-71.43%
Preventative Maintenance	95.00%	98.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%	96.00%	3.75%

Notes:  
VTA’s quarterly subtotals and YTD actuals are averages.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	19.35%	8.33%	11.02%	Automobiles	0.00%	0.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Cutaway (CU)	33.33%	0.00%	33.33%								
Minivan (MV)	0.00%	0.00%	0.00%								
Van (VN)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The VTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 interim milestones through the end of FY2020:

- GHG Reduction in CO<sub>2</sub> (TONS):
  - INTERIM MILESTONE (FY20): 500
  - PROGRESS THROUGH END OF FY20:

The table indicates that over 500 tons of GHG were reduced this year through the operation of VTA’s electric buses and other electricity generating facilities, and thus the milestone target was met.

Q1 Subtotal (LBS)	Q2 Subtotal (LBS)	Q3 Subtotal (LBS)	Q4 Subtotal (LBS)	YTD Actual (TONS)
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209.97	105.43	156.85	102.71	574.96
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- Renewable Energy % of Electricity Used:
  - INTERIM MILESTONE (FY20):** 15%
  - PROGRESS THROUGH END OF FY20:** The table indicates the 15% renewable energy usage milestone was met in each quarter, with renewable energy supplying 90% of VTA’s electricity demand in Q4.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
46.30%	57.27%	54.79%	90%	51.78%

- Workers Compensation Claims:
  - INTERIM MILESTONE (FY20):** FY20 Actual
  - PROGRESS THROUGH END OF FY20:** There were no worker’s compensation claims made in FY 2020.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
0	0	0	0	0

- Social Media Hits (Website, Facebook, Twitter):
  - INTERIM MILESTONE (FY20):** FY20 Actual
  - PROGRESS THROUGH END OF FY20:** Social media engagement decreased throughout the year, which may be attributable to COVID-19 related ridership declines.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
29,567	17,945	13,838	14,877	76,227

Merrimack Valley Regional Transit Authority (MVRTA)



SUMMARY PROFILE

Headquarters:  
85 Railroad Avenue  
Haverhill, MA 01835

Administrator:  
Joseph Costanzo

Website:  
[www.mvrta.com](http://www.mvrta.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:00am – 6:00pm Sat: 7:00am – 6:00pm Sun: 9:00am – 5:00pm

Ridership Information (FY19)	
Fixed Route	1,958,307 unlinked passenger trips
Demand Response	90,723 unlinked passenger trips
Commuter Bus	60,822 unlinked passenger trips

Municipalities Served (27)								
Amesbury Andover	Boxford Georgetown	Groveland Haverhill	Lawrence Merrimac	Methuen Newbury	Newburyport North Andover	North Reading Salisbury	West Newbury	*no service in Rowley '18 and '19

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,949,819	171,646	177,076	171,567	177,526	153,925	136,175	150,713	145,461	103,068	32,185	24,922	57,200	1,501,464	1,959,569	-23.38%
UPT/VRH	15.43	15.51	15.62	16.64	16.05	15.08	12.43	14.30	14.67	9.45	3.24	2.60	5.60	11.91	15.51	-23.19%
FRR	10.00%	12.88%	10.47%	9.97%	10.98%	8.77%	8.80%	7.39%	8.90%	7.28%	0.76%	0.95%	1.88%	7.52%	9.40%	-1.88%
OP EXP/VRH	\$94.61	\$86.38	\$97.07	\$94.24	\$87.34	\$115.85	\$89.93	\$114.56	\$100.21	\$89.00	\$106.94	\$89.77	\$87.29	\$96.39	\$97.45	-1.09%
OTP	68.00%	71.30%	68.70%	65.20%	64.00%	65.00%	73.00%	77.80%	78.80%	82.20%	86.80%	88.10%	86.90%	75.65%	70.00%	5.65%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	87,015	7,244	7,952	7,645	8,480	7,278	6,621	8,030	7,426	4,807	1,566	1,761	2,348	71,158	87,885	-19.03%
UPT/VRH	1.69	1.53	1.59	1.67	1.61	1.61	1.53	1.84	1.82	1.63	1.34	1.33	1.25	1.61	1.71	-5.86%
FRR	7.37%	6.80%	5.49%	7.97%	7.38%	6.43%	5.31%	6.39%	8.01%	6.05%	1.14%	1.51%	2.12%	5.83%	7.37%	-1.54%
OP EXP/VRH	\$51.20	\$41.91	\$46.11	\$44.95	\$42.36	\$49.75	\$46.56	\$55.53	\$49.65	\$55.16	\$116.14	\$74.98	\$68.17	\$51.02	\$52.74	-3.26%
OTP	98.00%	94.00%	94.00%	93.00%	92.00%	91.00%	91.00%	92.00%	95.65%	92.00%	99.40%	98.00%	99.10%	94.26%	98.00%	-3.74%



Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,036,834	178,890	185,028	179,212	186,006	161,203	142,796	158,743	152,887	107,875	33,751	26,683	59,548	1,572,622	2,047,454	-23.19%
UPT/VRH	17.12	11.33	11.33	12.03	11.39	10.94	9.35	10.65	10.92	7.78	4.58	3.93	6.85	9.24	17.22	-46.35%
FRR	17.37%	11.83%	9.61%	9.62%	10.30%	8.39%	8.21%	7.23%	8.75%	7.10%	1.90%	2.45%	4.00%	7.25%	16.77%	-9.52%
OP EXP/VRH	\$72.91	\$73.08	\$81.48	\$79.08	\$72.81	\$95.55	\$77.66	\$97.26	\$85.46	\$81.78	\$111.54	\$82.37	\$77.73	\$84.61	\$75.10	12.66%
OTP	83.00%	82.65%	81.35%	79.10%	78.00%	78.00%	82.00%	84.90%	87.23%	87.10%	93.10%	93.05%	93.00%	84.96%	84.00%	0.96%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.83	\$0.69	\$0.77	\$0.99	\$0.75	\$0.99	\$0.70	\$0.86	\$0.93	\$0.77	\$0.95	\$0.90	\$0.79	\$0.84	\$0.85	-1.68%
Maintenance Cost/VRH	\$9.24	\$7.70	\$8.63	\$10.88	\$8.28	\$10.91	\$7.72	\$9.44	\$10.32	\$8.53	\$10.46	\$9.92	\$8.67	\$9.25	\$9.52	-2.88%
Valid Complaints	3.42	1.00	0.00	3.00	2.00	3.00	3.00	1.00	4.00	0.00	0.00	0.00	1.00	1.50	2.42	-38.02%
Preventable Accidents/100,000 VRM	2.58	0.00	0.00	0.00	1.64	0.89	2.48	0.00	2.73	0.83	0.91	3.80	1.78	1.26	2.32	-45.90%
Miles Between Road Calls	31,045	24,818.0	31,606.3	28,463.2	30,508.0	112,685.0	60,437.0	29,088.3	109,777.7	40,389.2	27,351.3	35,097.3	37,450.3	47,306	31,976	47.94%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.38	\$0.34	\$0.34	\$0.44	\$0.32	\$0.46	\$0.38	\$0.40	\$0.44	\$0.50	\$1.79	\$1.46	\$0.93	\$0.48	\$0.39	22.98%
Maintenance Cost/VRH	\$6.44	\$5.15	\$5.60	\$7.00	\$4.96	\$7.03	\$5.59	\$6.51	\$7.15	\$8.99	\$25.48	\$20.57	\$13.44	\$7.53	\$6.62	13.77%
Valid Complaints	1.00	2.00	2.00	5.00	2.00	1.00	5.00	0.00	1.00	3.00	0.00	0.00	1.00	1.83	1.00	83.33%
Preventable Accidents/100,000 VRM	1.35	1.38	2.45	1.38	1.22	1.46	1.57	1.40	0.00	0.00	0.00	0.00	0.00	0.90	1.21	-25.24%
Miles Between Road Calls	58,818	73,571.0	82,795.0	74,356.0	84,467.0	70,690.0	65,264.0	36,528.0	33,313.1	54,111.0	16,807.6	9,427.0	33,068.4	52,867	60,582	-12.74%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.61	\$0.51	\$0.56	\$0.71	\$0.53	\$0.73	\$0.54	\$0.63	\$0.69	\$0.64	\$1.37	\$1.18	\$0.86	\$0.72	\$0.62	15.70%
Maintenance Cost/VRH	\$7.84	\$6.42	\$7.12	\$8.94	\$6.62	\$8.97	\$6.66	\$7.97	\$8.74	\$8.76	\$17.97	\$15.24	\$11.06	\$8.80	\$8.07	9.05%
Valid Complaints	2.21	1.50	1.00	4.00	2.00	2.00	4.00	0.50	2.50	1.50	0.00	0.00	1.00	1.67	1.71	-2.53%
Preventable Accidents/100,000 VRM	1.97	0.69	1.23	0.69	1.43	1.18	2.03	0.70	1.37	0.41	0.46	1.90	0.89	1.12	1.77	-36.99%
Miles Between Road Calls	44,932	49,194.5	57,200.6	51,409.6	57,487.5	91,687.5	62,850.5	32,808.1	71,545.4	47,250.1	22,079.4	22,262.2	35,259.4	50,086	46,279	8.23%

## ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	0.00%	16.07%	-16.07%	Automobiles	0.00%	0.00%	0.00%	Passenger/Parking	20.00%	0.00%	20.00%
Over-the-road Bus (BR)	33.33%	33.33%	0.00%	Trucks/Other Rubber Tires	0.00%	18.18%	-18.18%	Administrative/Maintenance	0.00%	0.00%	0.00%

## STRETCH PERFORMANCE METRICS

The MVRTA's MOU includes three stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 interim milestones through the end of FY2020:

- Travel Training Videos for Seniors and Persons with Disabilities:
  - INTERIM MILESTONE (FY20):** Design/implement Travel Training Video
  - PROGRESS THROUGH END OF FY20:** MVRTA was awarded funds through MassDOT's Community Transit Grant Program (CTGP) to create several travel training videos, which are now live on MVRTA's YouTube page.
- Marketing campaign through Spanish Language Television (Telemundo & Univision):
  - INTERIM MILESTONE (FY20):** Design/implement marketing campaign
  - PROGRESS THROUGH END OF FY20:** MVRTA was awarded funds through MassDOT's Discretionary Grant Program to create a Spanish language marketing campaign. The campaign aired in March. MVRTA is actively collecting and reviewing data. MVRTA expended the remaining funds on continued media purchases.
- Improve Demand Response operating performance and communication:
  - INTERIM MILESTONE (FY20):** Implement improved scheduling system and install IVR system
  - PROGRESS THROUGH END OF FY20:** MVRTA was awarded capital funds through MassDOT's Discretionary Grant Program for the purchase of updated scheduling software and an IVR system. Both systems were fully operational as of January. MVRTA is actively collecting and reviewing data, but overall, the new system has improved on-time performance and efficiency.



**MetroWest Regional Transit Authority (MWRTA)**

**SUMMARY PROFILE**

**Headquarters:**  
15 Blandin Avenue  
Framingham, MA

**Administrator:**  
Ed Carr

**Website:**  
[www.mwrta.com](http://www.mwrta.com)

Agency Information	
Year Founded	2006
Service Hours	Mon-Fri: 5:30am – 9:00pm Sat: 8:30am – 5:00pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	582,164 unlinked passenger trips
Demand Response	204,242 unlinked passenger trips

Municipalities Served (16)								
Ashland Dover*	Framingham Holliston	Hopedale Hopkinton	Hudson* Marlborough	Milford Natick	Sherborn* Southborough	Sudbury Wayland	Wellesley Weston*	*No service provided in FY16, FY17.

**PERFORMANCE METRICS**

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	557,945	33,335	34,499	66,848	72,907	63,387	48,445	48,885	51,745	34,104	5,707	7,980	10,416	478,258	560,000	-14.60%
UPT/VRH	6.98	4.88	5.00	7.93	7.85	7.73	6.02	6.07	6.01	4.57	1.27	1.81	2.03	5.57	6.98	-20.21%
FRR	10.54%	10.97%	10.09%	5.24%	5.67%	5.50%	4.61%	6.91%	4.29%	4.57%	0.39%	0.00%	0.49%	5.00%	10.54%	-5.54%
OP EXP/VRH	\$56.81	\$73.20	\$70.41	\$60.43	\$58.87	\$59.61	\$65.13	\$64.99	\$58.44	\$72.62	\$100.20	\$96.88	\$94.72	\$69.74	\$58.51	19.18%
OTP	98.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	99.45%	97.00%	2.45%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	212,228	11,705	12,128	17,013	20,304	17,411	16,560	15,650	16,843	9,651	1,644	1,914	3,175	143,998	212,228	-32.15%
UPT/VRH	2.74	2.08	2.08	2.88	3.03	2.97	3.03	2.87	2.96	2.60	1.93	1.94	1.80	2.68	2.74	-2.36%
FRR	5.04%	4.74%	5.32%	5.52%	4.18%	4.16%	3.71%	4.03%	4.56%	4.20%	1.13%	0.10%	0.31%	3.98%	5.04%	-1.06%
OP EXP/VRH	\$65.64	\$75.35	\$85.23	\$71.76	\$73.66	\$74.26	\$80.89	\$82.55	\$73.78	\$81.89	\$213.23	\$174.09	\$132.25	\$83.12	\$67.61	22.94%
OTP	99.50%	99.37%	99.23%	98.01%	97.90%	98.27%	96.94%	99.90%	99.90%	99.90%	100.00%	100.00%	100.00%	99.12%	97.00%	2.12%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	770,173	45,040	46,627	83,861	93,211	80,798	65,005	64,535	68,588	43,755	7,351	9,894	13,591	622,256	772,228	-19.42%
UPT/VRH	4.90	3.62	3.67	5.85	5.83	5.75	4.81	4.78	4.80	3.92	1.37	1.84	1.97	4.45	4.90	-9.10%
FRR	7.64%	8.12%	7.68%	5.37%	4.96%	4.87%	4.20%	5.57%	4.42%	4.43%	0.60%	0.03%	0.43%	4.56%	7.64%	-3.08%
OP EXP/VRH	\$61.14	\$74.17	\$77.19	\$65.10	\$65.07	\$65.71	\$71.50	\$72.09	\$64.54	\$75.70	\$118.13	\$111.01	\$104.31	\$74.89	\$62.97	18.93%
OTP	99.00%	99.19%	99.12%	98.51%	98.45%	98.64%	97.97%	99.90%	99.90%	99.90%	99.95%	99.95%	99.95%	99.28%	97.00%	2.28%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	4.5	8	4	3	4	5	2	1	2	0	0	1	1	3	6	-56.94%
Commuter App UPT	1,800	0	0	0	9,408	7,056	5,004	5,210	6,612	3,541	68	72	52	37,023	2,200	1582.86%
Operator Cost/UPT	\$8.14	\$8.50	\$8.29	\$4.25	\$4.46	\$4.59	\$5.98	\$6.27	\$5.69	\$8.49	\$32.97	\$24.43	\$20.60	\$6.79	\$9.37	-27.54%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operator Cost/UPT	\$23.96	\$18.45	\$22.00	\$13.16	\$13.76	\$14.36	\$14.40	\$16.41	\$14.05	\$16.80	\$39.39	\$36.46	\$30.23	\$16.39	\$27.56	-40.51%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Entrepreneurship Revenue	\$216,722	\$37,134	\$42,780	\$33,475	\$33,525	\$35,993	\$59,426	\$30,407	\$29,779	\$26,874	\$13,827	\$20,423	\$73,558	\$437,201	\$380,000	15.05%
Hold Times	0:01:01	0:01:00	0:01:09	0:01:02	0:00:48	0:00:54	0:01:09	0:00:48	0:00:54	0:01:09	0:00:20	0:00:15	0:00:25	0:00:49	0:01:30	-45.09%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Cutaway (CU)	25.00%	17.65%	7.35%	Automobiles	100.00%	100.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	0.00%	0.00%	0.00%	Trucks/Other Rubber	50.00%	46.15%	3.85%				
Automobile (AO)	100.00%	100.00%	0.00%	Tires							

STRETCH PERFORMANCE METRICS

The MWRTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY20 interim milestones through the end of FY20:

- Increase Public/Private Partnerships (PPPs):
  - INTERIM MILESTONE (FY20): 16 PPPs
  - PROGRESS THROUGH END OF FY20: The milestone was met in each quarter in FY20.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
18	18	18	18	18

- Percent of fleet using Alternative Fuels:
  - INTERIM MILESTONE (FY20): 15%
  - PROGRESS THROUGH END OF FY20: Based on the percentages in the table, 22% of the fleet used alternative fuels in each quarter in FY20.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
22%	22%	22%	22%	22%

Montachusett Regional Transit Authority (MART)



SUMMARY PROFILE

Headquarters:  
1427R Water Street  
Fitchburg, MA 01420

Administrator:  
Mohammed Khan

Website:  
[www.mrta.us](http://www.mrta.us)

Agency Information	
Year Founded	1978
Service Hours	Mon-Fri: 5:00am – 9:00pm Sat: 9:30am – 6:00pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	537,540 unlinked passenger trips
Demand Response	355,393 unlinked passenger trips
Demand Taxi	10,836 unlinked passenger trips

Municipalities Served (16)							
Ashburnham	Ayer	Fitchburg	Harvard	Leominster	Royalston	Sterling	Westminster
Ashby	Bolton	Gardner	Hubbardston	Littleton	Shirley	Stow	Winchendon
Athol	Boxborough	Hardwick	Lancaster	Lunenburg		Templeton	

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	537,050	34,426	37,226	54,030	59,944	50,397	40,510	41,699	47,006	30,492	13,668	15,332	18,698	443,428	547,791	-19.05%
UPT/VRM	0.78	0.50	0.53	0.74	0.76	0.72	0.58	0.58	0.69	0.47	0.24	0.29	0.33	0.55	0.80	-30.89%
UPT/VRH	11.77	8.39	8.74	11.64	11.69	11.26	9.18	9.26	10.63	7.48	3.94	4.50	5.22	8.79	12.01	-26.83%
FRR	12.14%	9.33%	8.63%	17.93%	17.89%	12.63%	9.79%	10.23%	16.40%	5.90%	1.20%	1.34%	0.80%	8.69%	12.38%	-3.69%
OP EXP/VRM	\$8.81	\$6.13	\$6.42	\$6.22	\$5.61	\$7.10	\$8.05	\$6.94	\$6.19	\$8.87	\$11.04	\$10.55	\$10.40	\$7.61	\$8.68	-12.32%
OP EXP/VRH	\$132.13	\$102.05	\$106.13	\$97.59	\$86.06	\$110.71	\$127.36	\$111.54	\$95.86	\$140.63	\$178.91	\$165.11	\$165.71	\$120.82	\$130.15	-7.17%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	396,422	30,636	33,169	30,438	35,222	30,971	27,556	30,625	27,727	27,393	5,292	6,737	8,723	294,489	404,350	-27.17%
UPT/VRM	0.16	0.16	0.17	0.16	0.17	0.17	0.17	0.16	0.16	0.23	0.13	0.13	0.14	0.17	0.16	5.16%
UPT/VRH	2.37	2.52	2.68	2.23	2.66	2.70	2.66	2.50	2.53	3.29	1.70	1.93	2.03	2.54	2.42	5.29%
FRR	34.75%	34.08%	32.41%	32.90%	35.63%	26.81%	25.08%	29.70%	30.16%	17.27%	3.31%	2.28%	2.14%	25.46%	35.45%	-9.99%
OP EXP/VRM	\$4.34	\$4.77	\$4.95	\$4.57	\$4.20	\$5.43	\$6.22	\$5.18	\$5.00	\$7.20	\$9.95	\$8.96	\$8.13	\$5.50	\$4.28	28.57%
OP EXP/VRH	\$65.99	\$73.71	\$77.05	\$63.17	\$67.15	\$86.55	\$95.46	\$80.88	\$77.09	\$104.96	\$135.12	\$131.15	\$118.27	\$83.67	\$65.00	28.73%
OTP	96.30%	97.46%	97.05%	96.26%	95.97%	96.80%	96.13%	97.03%	97.63%	97.94%	97.94%	98.43%	98.13%	97.23%	96.78%	0.45%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	933,472	65,062	70,395	84,468	95,166	81,368	68,066	72,324	74,733	57,885	18,960	22,069	27,421	737,917	952,141	-22.50%
UPT/VRM	0.29	0.25	0.27	0.32	0.33	0.32	0.30	0.27	0.31	0.31	0.19	0.21	0.23	0.29	0.30	-3.38%
UPT/VRH	4.43	4.00	4.23	4.62	5.18	5.10	4.61	4.32	4.86	4.67	2.88	3.20	3.47	4.44	4.52	-1.70%
FRR	26.62%	26.20%	24.76%	27.74%	29.75%	22.09%	19.54%	23.15%	25.56%	12.77%	2.05%	1.76%	1.42%	13.25%	27.16%	-13.90%
OP EXP/VRM	\$5.31	\$5.13	\$5.34	\$5.03	\$4.58	\$5.89	\$6.78	\$5.66	\$5.34	\$7.78	\$10.57	\$9.77	\$9.21	\$6.16	\$5.23	17.75%
OP EXP/VRH	\$80.47	\$80.85	\$84.49	\$71.91	\$72.42	\$93.33	\$104.99	\$89.12	\$82.49	\$116.69	\$158.20	\$147.91	\$139.82	\$94.95	\$79.26	19.80%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operating Cost/UPT	\$11.22	\$12.16	\$12.14	\$8.38	\$7.36	\$9.83	\$13.87	\$12.04	\$9.02	\$18.79	\$45.45	\$36.67	\$31.76	\$13.75	\$11.06	24.39%
Revenue/VRM	\$1.07	\$0.57	\$0.55	\$1.12	\$1.00	\$0.90	\$0.79	\$0.71	\$1.01	\$0.52	\$0.13	\$0.14	\$0.08	\$0.66	\$1.09	-39.37%
Revenue/VRH	\$16.04	\$9.52	\$9.16	\$17.50	\$15.40	\$13.98	\$12.47	\$11.41	\$15.72	\$8.30	\$2.14	\$2.21	\$1.32	\$10.50	\$16.36	-35.81%
% Preventative Maintenance Completed On-Time	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operating Cost/UPT	\$27.85	\$29.27	\$28.74	\$28.30	\$25.27	\$32.09	\$35.91	\$32.34	\$30.48	\$31.88	\$79.53	\$68.06	\$58.40	\$32.88	\$27.43	19.87%
Revenue/VRM	\$1.51	\$1.63	\$1.60	\$1.50	\$1.50	\$1.45	\$1.56	\$1.54	\$1.51	\$1.24	\$0.33	\$0.20	\$0.17	\$1.40	\$1.54	-9.06%
Revenue/VRH	\$22.93	\$25.12	\$24.97	\$20.78	\$23.92	\$23.20	\$23.94	\$24.02	\$23.25	\$18.13	\$4.48	\$3.00	\$2.53	\$21.30	\$23.39	-8.94%
Missed Trip Volume	608	23	29	28	41	22	30	27	13	6	1	2	1	223	600	-62.83%
% Preventative Maintenance Completed On-Time	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	8	0	2	3	1	1	0	2	1	0	0	0	0	10	12	-16.67%
Operator Cost/UPT	\$18.17	\$20.22	\$19.96	\$15.56	\$13.99	\$18.30	\$22.80	\$20.64	\$16.99	\$24.99	\$54.96	\$46.25	\$40.24	\$21.39	\$17.90	19.47%
Own-source Revenue	\$8,005,557	\$638,154	\$643,285	\$661,177	\$698,491	\$626,777	\$588,989	\$639,506	\$622,241	\$464,061	\$274,588	\$261,937	\$304,266	\$6,423,472	\$8,182,063	-21.49%
Revenue/VRM	\$1.41	\$1.34	\$1.32	\$1.40	\$1.36	\$1.30	\$1.33	\$1.31	\$1.37	\$0.99	\$0.22	\$0.17	\$0.13	\$1.17	\$1.44	-18.95%
Revenue/VRH	\$21.42	\$21.19	\$20.92	\$19.95	\$21.55	\$20.62	\$20.51	\$20.63	\$21.09	\$14.90	\$3.25	\$2.61	\$1.98	\$18.02	\$21.85	-17.54%
Average Call Wait Time	1.37	0.53	1.10	1.24	1.00	1.12	1.42	1.16	1.18	0.58	0.35	0.43	0.53	0.89	1.3	-31.79%
% Preventative Maintenance Completed On-Time	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	21.74%	18.18%	3.56%	Automobiles	100.00%	100.00%	0.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	18.52%	17.02%	1.50%	Trucks/Other Rubber	11.11%	11.76%	-0.65%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	22.22%	41.67%	-19.45%	Tires							

STRETCH PERFORMANCE METRICS

The MART’s MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY20 target through the end of FY2020:

- On Time Performance - Fixed Route:
  - INTERIM MILESTONE (FY20):** Development and deployment of the system
  - PROGRESS THROUGH END OF FY20:** MART has completed the preliminary investigation of the best format to use and went out for procurement in Q3. MART is currently working on a Fixed Route Reporting software upgrade. The RFR for the on-time performance will be scheduled for launch at the end of Q1 FY2021 and will be a software/hardware in which the results are driven on a data analysis basis.



**Nantucket Regional Transit Authority (NRTA)**



**SUMMARY PROFILE**

**Headquarters:**  
20-R South Street  
Nantucket, MA 02554

**Administrator:**  
Paula Leary

**Website:**  
[www.nrtawave.com](http://www.nrtawave.com)

Agency Information	
Year Founded	1993
Service Hours	7 AM to 9 PM Weekdays 7 AM to 7 PM Weekends

Ridership Information (FY19)	
Fixed Route	295,056 unlinked passenger trips
Demand Response	4,578 unlinked passenger trips

Municipalities Served (1)
Nantucket

**PERFORMANCE METRICS**

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	287,493	80,489	81,434	26,310	11,249	5,742	5,508	4,668	4,097	3,415	1,426	2,728	8,524	235,590	320,000	-26.38%
UPT/VRM	1.40	1.31	1.43	1.10	0.70	0.42	0.38	0.32	0.30	0.24	0.11	0.16	0.38	0.84	1.20	-30.16%
UPT/VRH	14.50	15.52	15.48	11.77	8.10	4.93	4.31	3.72	3.52	2.74	1.21	1.94	4.44	9.55	15.50	-38.41%
FRR	26.00%	41.34%	41.64%	16.71%	12.44%	5.87%	7.39%	15.34%	3.66%	1.94%	2.84%	2.37%	10.89%	18.74%	25.00%	-6.26%
OP EXP/VRM	\$8.32	\$6.21	\$6.39	\$9.08	\$7.78	\$8.91	\$11.25	\$8.64	\$15.03	\$10.63	\$9.83	\$8.85	\$9.92	\$8.37	\$9.25	-9.51%
OP EXP/VRH	\$84.00	\$73.57	\$68.88	\$97.36	\$89.67	\$105.14	\$127.08	\$100.12	\$174.03	\$120.16	\$111.06	\$105.41	\$117.50	\$95.35	\$86.00	10.87%
OTP	98.00%	92.00%	92.00%	98.00%	92.00%	92.00%	98.00%	100.00%	100.00%	98.00%	99.00%	99.00%	98.00%	96.50%	100.00%	-3.50%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	7,361	325	338	312	340	343	273	329	410	202	0	0	46	2,918	7,450	-60.83%
UPT/VRM	0.26	0.33	0.33	0.28	0.26	0.26	0.23	0.24	0.28	0.24	0.00	0.00	0.75	0.27	0.30	-9.35%
UPT/VRH	2.50	1.85	2.15	2.04	2.04	2.12	1.98	1.87	2.37	1.80	0.00	0.00	0.10	1.55	2.90	-46.62%
FRR	0.03%	1.96%	0.55%	0.41%	3.72%	0.00%	0.00%	0.71%	0.00%	0.00%	0.87%	0.00%	0.13%	0.60%	0.34%	0.26%
OP EXP/VRM	\$9.17	\$18.24	\$28.75	\$17.12	\$9.36	\$17.46	\$14.31	\$15.46	\$10.72	\$17.24	\$0.00	\$0.00	\$514.21	\$20.65	\$9.10	126.96%
OP EXP/VRH	\$85.00	\$103.63	\$186.58	\$123.50	\$74.14	\$142.08	\$124.04	\$119.92	\$92.08	\$132.05	\$0.00	\$0.00	\$66.60	\$117.57	\$82.00	43.37%
OTP	92.50%	94.00%	92.00%	96.00%	94.00%	92.00%	96.00%	94.00%	93.00%	98.00%	0.00%	0.00%	100.00%	79.08%	95.00%	-15.92%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	294,854	80,814	81,772	26,622	11,589	6,085	5,781	4,997	4,507	3,617	1,426	2,728	8,570	238,508	327,450	-27.16%



Fixed Route – Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy/UPT	\$5.86	\$1.62	\$2.73	\$6.49	\$9.69	\$20.06	\$27.31	\$22.77	\$47.63	\$43.06	\$88.99	\$53.04	\$23.56	\$8.12	\$7.50	8.21%
OP EXP/UPT	\$5.80	\$4.74	\$4.45	\$8.27	\$11.06	\$21.31	\$29.49	\$26.90	\$49.44	\$43.91	\$91.59	\$54.33	\$26.44	\$9.99	\$8.45	18.20%
Valid Complaints	7	2	3	2	0	0	0	0	0	0	0	0	0	7	9	-22.22%
Reportable Incidents	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Maintenance Cost/VRM	\$5.51	\$0.06	\$0.38	\$0.05	\$0.48	\$0.68	\$0.35	\$0.67	\$3.41	\$0.23	\$0.27	\$0.18	\$0.55	\$0.45	\$9.25	-95.15%
Preventative Maintenance Completed	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy/UPT	\$7.25	\$55.01	\$86.18	\$60.31	\$35.06	\$67.10	\$62.70	\$63.70	\$38.85	\$73.22	\$0.00	\$0.00	\$680.98	\$75.49	\$50.00	50.98%
OP EXP/UPT	\$8.40	\$56.12	\$86.66	\$60.56	\$36.41	\$67.10	\$62.70	\$64.15	\$38.85	\$73.22	\$0.00	\$0.00	\$681.89	\$75.95	\$33.00	130.14%
Valid Complaints	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Reportable Incidents	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Maintenance Cost/VRM	\$9.00	\$0.00	\$0.06	\$0.00	\$0.00	\$0.09	\$0.34	\$0.00	\$0.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.06	\$4.85	-98.78%
Preventative Maintenance Completed	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	0.00%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Budget to Actual Adherence	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	76.60%	112.90%	85.10%	109.00%	128.30%	168.30%	106.68%	100.00%	6.68%
Audit Delivery	67.00%	N/A	N/A	N/A	75.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75.00%	100.00%	-25.00%

Notes:  
NRTA’s Q4 reported OPEX / VRM values reflect high one-time costs incurred during the month of June in addition to low VRM as a result of the pandemic.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	68.40%	0.00%	68.40%	Automobiles	0.00%	0.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	50.00%	50.00%	0.00%	Trucks/Other Rubber Tires	0.00%	0.00%	0.00%				

## STRETCH PERFORMANCE METRICS

The NRTA's MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 targets through the end of FY2020:

- Private/Public Partnerships - Fixed Route
  - **TARGET (FY20):** Add one additional private business
  - **PROGRESS THROUGH END OF FY20:** NRTA has engaged with the Chamber of Commerce and the Dreamland Theater. COVID-19 has halted further progress, but NRTA worked closely with the Chamber and Town of Nantucket to assist in COVID-19 messaging.
- Private/Public Partnerships - Demand Response:
  - **TARGET (FY20):** Add organization of elders to partnerships
  - **PROGRESS THROUGH END OF FY20:** NRTA has engaged with the local hospital; COVID-19 halted further progress, but NRTA worked closely with the Chamber and Town of Nantucket to assist with COVID-19 messaging and service changes.
- Marketing Campaign - Fixed Route:
  - **TARGET (FY20):** Undertake one additional advertising campaign
  - **PROGRESS THROUGH END OF FY20:** NRTA has executed the following campaigns: Ride the Wave to the Halloween Parade and various December events. NRTA has also developed marking materials for social service agencies; COVID-19 has halted further progress.
- Marketing Campaign - Demand Response:
  - **TARGET (FY20):** Educate and provide information
  - **PROGRESS THROUGH END OF FY20:** NRTA has supplied service information at the Hospital/Elder fair. COVID-19 has halted further progress.

Pioneer Valley Transit Authority (PVTA)



SUMMARY PROFILE

Headquarters:  
2808 Main Street  
Springfield, MA 01107

Administrator:  
Sandra Sheehan

Website:  
[www.pvta.com](http://www.pvta.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 6:00am – 10:00pm Sat: 6:00am – 10:00pm Sun: 7:00am – 10:00pm

Ridership Information (FY19)	
Fixed Route	10,120,344 unlinked passenger trips
Demand Response	260,090 unlinked passenger trips

Municipalities Served (24)							
Agawam	East Longmeadow	Hadley	Leverett	Northampton	South Hadley	Ware	Wilbraham
Amherst	Easthampton	Hampden	Longmeadow	Palmer	Springfield	West Springfield	Williamsburg
Belchertown	Granby	Holyoke	Ludlow	Pelham	Sunderland	Westfield	

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	10,570,619	591,294	636,125	1,042,851	1,107,187	892,199	747,603	775,490	976,678	592,072	220,977	251,182	298,101	8,131,759	10,600,000	-23.29%
UPT/VRM	2.10	1.65	1.74	2.41	2.38	2.19	1.84	1.93	2.27	1.54	0.78	0.92	1.07	1.81	2.08	-12.73%
UPT/VRH	27.83	21.48	22.58	31.97	31.62	29.11	24.30	25.46	30.14	20.40	10.36	12.18	13.98	23.92	27.89	-14.24%
FRR	20.03%	20.77%	18.48%	15.97%	15.09%	16.14%	28.92%	21.49%	15.57%	14.79%	5.98%	0.91%	1.89%	14.59%	20.20%	-5.62%
OP EXP/VRM	\$6.93	\$6.54	\$8.39	\$6.47	\$6.27	\$8.18	\$6.96	\$8.45	\$7.40	\$7.59	\$9.52	\$10.95	\$11.51	\$7.95	\$6.86	15.88%
OP EXP/VRH	\$91.73	\$84.89	\$108.79	\$85.96	\$83.27	\$108.53	\$92.02	\$111.44	\$98.07	\$100.61	\$125.76	\$144.33	\$150.96	\$104.88	\$92.11	13.87%
OTP	77.33%	76.84%	75.40%	71.68%	73.59%	75.12%	74.32%	77.73%	77.98%	79.13%	81.19%	80.84%	80.63%	77.04%	80.00%	-2.96%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	261,007	20,896	21,212	22,598	24,622	20,477	17,659	22,264	20,619	13,144	3,372	4,094	5,633	196,590	261,007	-24.68%
UPT/VRM	0.09	0.09	0.09	0.10	0.10	0.09	0.10	0.10	0.09	0.09	0.08	0.08	0.08	0.09	0.09	-0.06%
UPT/VRH	1.38	1.40	1.35	1.42	1.43	1.41	1.30	1.36	1.32	1.17	0.79	0.85	0.96	1.31	1.38	-4.82%
FRR	8.68%	8.35%	8.31%	8.89%	8.77%	8.55%	8.23%	8.39%	8.12%	6.71%	1.88%	0.00%	0.00%	7.03%	8.68%	-1.65%
OP EXP/VRM	\$3.23	\$3.32	\$3.36	\$3.21	\$3.27	\$3.34	\$3.50	\$3.51	\$3.47	\$4.23	\$10.47	\$8.66	\$6.89	\$3.80	\$3.23	17.60%
OP EXP/VRH	\$47.39	\$50.52	\$48.62	\$47.97	\$48.84	\$49.71	\$47.56	\$48.71	\$48.67	\$53.82	\$100.12	\$88.06	\$78.79	\$53.08	\$47.39	12.00%
OTP	82.00%	91.49%	93.31%	90.24%	90.86%	90.13%	89.49%	94.43%	94.23%	95.05%	98.33%	98.03%	98.27%	93.66%	90.00%	3.66%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	10,831,626	612,190	657,337	1,065,449	1,131,809	912,676	765,262	797,754	997,297	605,216	224,349	255,276	303,734	8,328,349	10,861,007	-23.32%
UPT/VRM	1.39	1.05	1.11	1.59	1.57	1.47	1.29	1.27	1.54	1.15	0.70	0.80	0.88	1.27	1.38	-8.14%
UPT/VRH	19.02	14.41	14.99	21.98	21.65	20.20	17.25	17.05	20.76	15.02	8.77	10.04	11.17	17.00	19.07	-10.85%
FRR	17.70%	17.73%	16.46%	14.46%	13.67%	14.79%	25.07%	19.01%	14.13%	13.40%	5.42%	0.80%	1.65%	13.21%	17.85%	-4.64%
OP EXP/VRM	\$5.62	\$5.29	\$6.47	\$5.32	\$5.20	\$6.50	\$5.88	\$6.67	\$6.07	\$6.68	\$9.64	\$10.60	\$10.61	\$6.63	\$5.58	18.78%
OP EXP/VRH	\$76.97	\$72.79	\$87.26	\$73.53	\$71.91	\$89.61	\$78.38	\$89.56	\$81.99	\$87.53	\$121.50	\$133.70	\$135.39	\$89.02	\$77.22	15.28%
OTP	79.67%	82.54%	82.26%	78.25%	79.75%	80.33%	79.06%	83.75%	83.47%	83.46%	83.35%	83.46%	84.05%	81.98%	85.00%	-3.02%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$73.35	\$62.86	\$82.59	\$66.67	\$65.22	\$84.07	\$60.39	\$80.44	\$76.67	\$78.91	\$107.24	\$129.63	\$134.61	\$82.54	\$73.50	12.31%
Trips w/in Peak Load Standards	N/A	97.71%	97.35%	96.34%	96.62%	97.29%	97.87%	97.81%	96.85%	98.08%	99.96%	99.97%	99.94%	97.98%	85.00%	15.27%
Vehicle Service Hours/Complaint	1,272.6	2,454.2	1,260.4	981.6	949.0	1,005.5	876.8	1,506.1	1,296.0	1,751.7	904.8	947.9	757.1	1,114.5	1,310.3	-14.95%
Mean Miles Btwn. Mechanical Failure	10,298.3	13,741.7	13,047.6	13,538.0	33,207.4	21,398.8	22,597.5	15,447.9	13,013.9	12,819.3	31,311.4	22,649.9	31,087.8	20,321.8	11,000.0	84.74%
Mean Miles Btwn. Preventable Accidents	41,995.3	44,660.7	73,066.4	48,135.1	46,490.4	81,315.6	36,977.7	40,164.6	61,351.1	192,288.8	140,901.5	90,599.7	69,947.5	80,076.8	44,348.0	80.56%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$43.28	\$43.43	\$41.75	\$40.66	\$41.56	\$41.91	\$40.25	\$41.82	\$39.79	\$41.32	\$62.58	\$63.54	\$60.10	\$43.95	\$43.28	1.55%
Trips w/in Peak Load Standards	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	99.98%	99.95%	99.99%	100.00%	-0.01%
Vehicle Service Hours/Complaint	1,415.1	3,985.3	3,351.8	2,131.1	924.8	1,433.4	1,135.2	1,244.0	4,392.8	2,282.7	1,041.4	1,225.3	973.9	991.1	1,415.1	-29.97%
ADA Calls Answered w/in 2 mins	95.00%	99.50%	99.40%	99.30%	99.00%	99.80%	98.80%	97.40%	94.40%	95.90%	N/A	N/A	N/A	98.17%	95.00%	3.17%
Abandoned Calls	2.23%	6.80%	7.60%	10.80%	9.00%	5.80%	13.00%	7.50%	5.60%	3.90%	N/A	N/A	N/A	7.78%	2.15%	5.62%
Mean Miles Btwn. Mechanical Failure	40,643.3	75,773.7	32,393.3	118,673.5	42,965.3	36,040.8	184,659.0	37,714.3	27,384.6	47,826.3	20,340.0	48,838.0	13,435.2	57,170.3	45,000.0	27.05%
Mean Miles Btwn. Preventable Accidents	101,120.0	N/A	113,376.5	237,347.0	257,792.0	216,245.0	30,776.5	113,143.0	219,077.0	143,479.0	20,340.0	N/A	N/A	150,175.1	185,387.0	-18.99%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$63.34	\$56.04	\$68.03	\$58.21	\$57.47	\$70.49	\$54.21	\$67.13	\$64.34	\$67.53	\$97.37	\$114.67	\$116.21	\$70.44	\$63.44	11.05%
Trips w/in Peak Load Standards	N/A	98.60%	98.36%	97.64%	97.83%	98.23%	98.53%	98.60%	97.92%	98.60%	99.97%	99.98%	99.95%	98.68%	92.50%	6.18%
Vehicle Service Hours/Complaint	1,504.7	2,837.0	1,621.0	1,190.6	941.0	1,112.5	942.7	1,404.2	1,695.6	1,884.5	1,041.4	1,225.3	973.9	1,279.5	1,560.6	-18.01%
Mean Miles Btwn. Mechanical Failure	13,791.9	20,158.8	16,916.7	19,722.4	36,134.8	24,912.9	31,127.1	19,622.9	15,817.9	16,001.7	29,316.6	24,664.4	24,783.3	23,265.0	14,621.2	59.12%
Mean Miles Btwn. Preventable Accidents	60,048.0	73,075.8	84,583.6	67,056.3	72,269.6	103,803.8	34,789.1	62,793.2	81,066.9	176,018.8	80,620.8	106,879.0	86,741.5	85,808.2	68,528.7	25.21%

Notes:  
No phone data associated with PVRTA’s demand response program was captured during Q4.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	35.00%	27.15%	7.85%	Automobiles	25.00%	60.00%	-35.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	30.00%	18.37%	11.63%	Trucks/Other Rubber Tires	35.00%	31.71%	3.29%	Administrative/Maintenance	25.00%	0.00%	25.00%
Articulated Bus (AB)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The PVRTA opted not to include stretch performance metrics in the FY2020-FY2021 MOU.

## Southeastern Regional Transit Authority (SRTA)

### SUMMARY PROFILE

**Headquarters:**  
700 Pleasant Street, Suite 320  
New Bedford, MA 02740

**Administrator:**  
Erik Rousseau

**Website:**  
[www.srtabus.com](http://www.srtabus.com)



Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 6:00am – 10:00pm Sat: 6:00am – 6:00pm Sun: No Service

Ridership Information (FY19)	
Fixed Route	2,666,570 unlinked passenger trips
Demand Response	82,500 unlinked passenger trips

Municipalities Served (10)				
Acushnet	Fairhaven	Freetown	New Bedford	Swansea
Dartmouth	Fall River	Mattapoisett	Somerset	Westport

### PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,678,002	205,451	216,000	252,173	268,559	228,006	205,772	237,244	219,957	164,015	61,823	71,975	94,284	2,225,259	2,687,760	-17.21%
UPT/VRH	21.59	18.98	19.69	24.36	23.81	22.59	19.70	21.51	21.89	16.79	10.03	11.78	14.23	19.57	20.94	-6.54%
FRR	16.35%	15.15%	18.82%	16.52%	15.35%	15.07%	12.52%	15.80%	13.20%	9.02%	0.00%	0.22%	0.51%	10.58%	15.48%	-4.90%
OP EXP/VRH	\$112.40	\$113.54	\$105.63	\$124.05	\$122.16	\$128.79	\$141.49	\$119.18	\$132.12	\$137.89	\$210.90	\$197.59	\$300.44	\$143.48	\$115.21	24.54%
OTP	90.00%	82.82%	84.92%	79.59%	80.65%	80.19%	79.73%	85.22%	84.67%	84.10%	89.21%	87.01%	84.85%	83.58%	80.00%	3.58%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	66,463	8,407	8,425	7,982	8,577	7,735	7,364	7,852	7,605	5,720	2,878	2,986	3,993	79,524	79,381	0.18%
UPT/VRH	1.99	2.33	2.31	2.32	2.34	2.26	2.17	2.28	2.25	1.92	1.58	1.58	1.74	2.15	1.93	11.41%
FRR	5.04%	6.68%	7.67%	7.38%	6.67%	5.30%	5.45%	6.49%	5.51%	3.81%	0.00%	0.00%	0.01%	4.40%	5.31%	-0.91%
OP EXP/VRH	\$90.39	\$73.76	\$68.61	\$80.91	\$81.37	\$82.24	\$94.38	\$82.45	\$85.13	\$97.98	\$154.14	\$138.06	\$187.27	\$95.46	\$92.64	3.04%
OTP	97.00%	98.26%	98.43%	97.71%	98.13%	97.99%	98.07%	98.94%	98.56%	97.47%	98.44%	98.38%	98.04%	98.20%	90.00%	8.20%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,744,465	213,858	224,425	260,155	277,136	235,741	213,136	245,096	227,562	169,735	64,701	74,961	98,277	2,304,783	2,767,141	-16.71%

The SRTA opted to not include additional metrics in the FY2020-2021 MOU.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	25.00%	48.44%	-23.44%	Automobiles	50.00%	75.00%	-25.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	25.00%	80.65%	-55.65%	Trucks/Other Rubber Tires	60.00%	41.18%	18.82%	Administrative/Maintenance	0.00%	50.00%	-50.00%

STRETCH PERFORMANCE METRICS

The SRTA’s MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY20 target through the end of FY 2020:

- **Social Media Reach - Systemwide:**
  - **TARGET (FY20):** Track social media reach
  - **PROGRESS THROUGH END OF FY20:** (Number of times content was viewed on a user’s screen). The table illustrates that there was less social media reach during Q3 and Q4 than in Q1 and Q2, which may be in part due to the significant decrease in ridership during Q3 and Q4, due in part to COVID-19.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
88,489	105,450	48,949	51,227	294,115



Worcester Regional Transit Authority (WRTA)



SUMMARY PROFILE

Headquarters:  
60 Foster Street  
Worcester, MA 01608

Administrator:  
Dennis Lipka

Website:  
[www.therta.com](http://www.therta.com)

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 4:45am – 10:25am Sat: 6:00am – 7:30pm Sun: 9:00am – 7:00pm

Ridership Information (FY19)	
Fixed Route	3,002,574 unlinked passenger trips
Demand Response	132,396 unlinked passenger trips
Demand Taxi	48,200 unlinked passenger trips

Municipalities Served (37)								
Auburn	Brookfield	Dudley	Holland	North Brookfield	Oxford	Shrewsbury	Sutton	West Boylston
Barre	Charlton	East Brookfield	Leicester	Northborough	Paxton	Southbridge	Wales	West
Berlin	Clinton	Grafton	Millbury	Northbridge	Princeton	Spencer	Warren	Brookfield
Boylston	Douglas	Holden	New Braintree	Oakham	Rutland	Sturbridge	Webster	Westborough
Brimfield								Worcester

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,131,000	254,874	262,897	256,185	268,335	231,000	211,694	229,028	207,600	186,590	81,288	93,391	98,038	2,380,920	3,150,000	-24.42%
UPT/VRM	1.60	1.57	1.59	1.70	1.61	1.54	1.35	1.43	1.40	1.26	0.92	1.10	1.00	1.42	1.60	-11.39%
UPT/VRH	19.00	18.60	18.76	19.95	18.97	18.17	15.82	16.81	16.25	14.79	11.73	14.17	12.81	16.89	19.00	-11.13%
FRR	16.50%	14.18%	17.06%	15.58%	13.82%	12.45%	13.78%	12.41%	12.63%	9.89%	0.18%	0.39%	-0.03%	10.21%	16.60%	-6.39%
OP EXP/VRM	\$10.01	\$10.35	\$10.05	\$10.65	\$10.65	\$11.26	\$10.36	\$11.78	\$10.67	\$10.67	\$19.13	\$21.06	\$15.44	\$11.95	\$11.01	8.56%
OP EXP/VRH	\$117.19	\$122.39	\$118.83	\$125.16	\$125.17	\$132.53	\$121.65	\$138.22	\$124.07	\$124.96	\$245.31	\$270.66	\$197.53	\$142.37	\$128.91	10.44%
OTP Weekdays & Saturday	80.00%	82.83%	80.85%	76.96%	79.00%	79.00%	78.00%	81.56%	83.58%	83.74%	84.46%	84.92%	85.13%	81.67%	81.00%	0.67%
OTP Sunday	83.00%	83.88%	84.28%	85.73%	83.00%	84.00%	85.00%	82.90%	84.14%	82.84%	81.55%	82.35%	82.55%	83.52%	84.00%	-0.48%



Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	184,000	15,470	15,416	15,513	17,226	14,899	12,239	15,810	14,046	9,340	2,995	3,708	5,303	141,965	185,000	-23.26%
UPT/VRM	0.20	0.16	0.15	0.16	0.15	0.16	0.15	0.16	0.15	0.14	0.12	0.12	0.12	0.15	0.20	-25.28%
UPT/VRH	2.30	2.33	2.25	2.31	2.29	2.27	2.10	2.26	2.21	1.90	1.37	1.59	1.65	2.15	2.30	-6.70%
FRR	8.00%	5.94%	6.37%	6.80%	6.05%	3.97%	6.06%	6.70%	4.57%	4.15%	0.28%	-0.10%	-0.23%	4.37%	8.10%	-3.73%
OP EXP/VRM	\$4.61	\$5.47	\$5.44	\$5.40	\$5.36	\$5.74	\$6.25	\$5.83	\$5.50	\$7.21	\$18.69	\$15.11	\$10.70	\$6.62	\$5.07	30.56%
OP EXP/VRH	\$66.69	\$81.61	\$79.04	\$79.35	\$80.02	\$83.19	\$85.98	\$84.67	\$81.11	\$99.59	\$218.91	\$198.29	\$150.27	\$95.07	\$73.36	29.59%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,315,000	270,344	278,313	271,698	285,561	245,899	223,933	244,838	221,646	195,930	84,283	97,099	103,341	2,522,885	3,335,000	-24.35%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Scheduled Trips Operated	99.50%	99.61%	99.55%	99.61%	99.56%	99.42%	99.46%	99.84%	99.82%	99.59%	98.36%	99.81%	99.87%	99.57%	99.60%	-0.03%
Passengers per Trip (PPT)	10	10.26	10.34	10.97	10.45	10.00	8.70	9.27	9.00	8.12	6.29	7.59	6.95	9.27	10.5	-11.71%
Valid Complaints	20	21	19	25	22	20	26	16	24	23	0	0	0	16.33	19	-14.04%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Scheduled Trips Operated	99.90%	99.95%	99.98%	100.00%	99.99%	99.99%	99.98%	100.00%	99.97%	100.00%	99.97%	100.00%	100.00%	99.99%	99.90%	0.09%
Valid Complaints	1	1	1	1	1	1	1	1	1	2	0	0	0	0.83	1	-16.67%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintain a Balanced Budget	Maintain (100%)	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
% Survey Respondents Rating Good/Excellent	73.00%	N/A	N/A	N/A	96.00%	96.00%	96.00%	N/A	N/A	N/A	N/A	N/A	N/A	96.00%	96.00%	0.00%
Monthly Preventative Maintenance	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	5.26%

**Notes:**

WRTA chose to merge the annual Fixed Route Customer Satisfaction Survey (see Systemwide – Additional Metrics) with surveys implemented as a result of the Comprehensive Regional Transit Plan Update. Due to delays, the consultant released the survey at the end of June and the survey will remain open through most of Q1 FY 2021.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference	Asset Class	FY20 Target (%)	FY20 Performance (%)	Difference
Bus (BU)	21.15%	21.15%	0.00%	Automobiles	100.00%	66.67%	33.33%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	15.79%	19.67%	-3.88%	Trucks/Other Rubber	50.00%	75.00%	-25.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	0.00%	0.00%	0.00%	Tires							

STRETCH PERFORMANCE METRICS

The WRTA’s MOU includes five stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 targets through the end of FY2020:

- Revenue Miles Per Passenger - Demand Response:
  - INTERIM MILESTONE (FY20): 7
  - PROGRESS THROUGH END OF FY20: As shown in the table, the total number of revenue miles per passenger was 6.7, which is less than the 7.0 revenue miles per passenger goal. In this case, an actual value that is less than the target value is desirable, so the interim milestone was met.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
6.4	6.5	6.8	8.4	6.7

- Passenger Cancellations to Total Trips Ratio - Demand Response:
  - INTERIM MILESTONE (FY20): 17.00%
  - PROGRESS THROUGH END OF FY20: The FY2020 percent of passenger cancellations per trip was determined to be 17.6%, which slightly exceeds the FY20 interim milestone value of 17%.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
15%	18%	19%	22%	17.6%

- On-Time Performance - Demand Response:
  - TARGET (FY20): 90.00%
  - PROGRESS THROUGH END OF FY20: The WRTA’s on-time performance improved slightly between Q1/Q2 and Q3/Q4. This may be in part due to reduced traffic volumes, reducing congestion, and reduced dwell times. Overall, the FY 2020 actual value exceeded the interim milestone target value.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
89%	88%	92%	94%	91%

- Develop and Implement a New Fare Collection System:
  - INTERIM MILESTONE (FY20): Research new systems and develop implementation plan
  - PROGRESS THROUGH END OF FY20: The WRTA applied for a FY2020 FTA Buses and Bus Facilities grant and is awaiting selection. In the meantime, WRTA’s consultant’s is developing the Mobile Fare System specifications, which is on track with the target milestone value.
- Increase Non-Passenger Revenue - Systemwide:
  - INTERIM MILESTONE (FY20): Explore digital/electronic advertising options on WRTA properties. Research and develop new grant applications for workforce development, and community-based organizations.

- **PROGRESS THROUGH END OF FY20:** The WRTA has researched outdoor digital advertising options for the WRTA Hub and the Maintenance & Operations Facility. WRTA has also been working closely with radio media to increase advertising on WRTA assets and ran radio advertisements on three (3) local radio stations to promote route and service changes that resulted from COVID-19. During the peak impact of COVID-19, WRTA also worked with advertising agencies to retain as many contracts as possible.

## Appendix C – Pre- and Post-Pandemic Comparison

In order to better visualize performance pre- and post-pandemic, the quarterly subtotals for each of the Universal Metrics were compiled and compared into the tables found in this appendix. As stated in the *COVID-19 Impacts on RTA Performance* section and in the initial report submitted on July 1, 2020, pandemic related impacts on public transit in Massachusetts began to impact RTA performance in March 2020, at the end of Quarter 3 (Q3). Quarter 4 (Q4), since added in the addendum to the July 1 submission, displays significant impacts on RTA performance related to the pandemic, particularly in terms of reduced ridership and fare collection, coupled with increased operating expenses.

## Unlinked Passenger Trips (UPT)

Fixed Route UPT - 15 RTAs Reporting										
RTA	Baseline	Q1	% Accum.	Q2	% Accum.	Q3	% Accum.	Q4	% Accum.	Target
BAT	2,405,040	643,409	26.45%	1,307,101	53.74%	1,828,573	75.17%	1,987,197	81.70%	2,432,457
BRTA	533,095	136,412	26.60%	261,647	51.02%	375,056	73.13%	429,730	83.79%	512,838
CATA	192,864	60,941	30.68%	108,717	54.73%	146,165	73.58%	167,502	84.32%	198,650
CCRTA	614,144	384,491	61.99%	505,017	81.42%	598,326	96.46%	651,881	105.09%	620,285
FRTA	126,308	34,878	27.07%	63,286	49.12%	89,701	69.63%	93,006	72.19%	128,834
GATRA	729,400	171,355	22.30%	340,675	44.33%	487,563	63.45%	543,247	70.69%	768,450
LRTA	1,411,149	321,446	21.63%	662,472	44.58%	946,105	63.67%	1,024,645	68.96%	1,485,940
MART	537,050	125,682	22.94%	276,533	50.48%	395,730	72.24%	443,428	80.95%	547,791
MVRTA	1,949,819	520,289	26.55%	987,915	50.41%	1,387,157	70.79%	1,501,464	76.62%	1,959,569
MWRTA	557,945	134,682	24.05%	319,421	57.04%	454,155	81.10%	478,258	85.40%	560,000
NRTA	287,493	188,233	58.82%	210,732	65.85%	222,912	69.66%	235,590	73.62%	320,000
PVTA	10,570,619	2,270,270	21.42%	5,017,259	47.33%	7,361,499	69.45%	8,131,759	76.71%	10,600,000
SRTA	2,678,002	673,624	25.06%	1,375,961	51.19%	1,997,177	74.31%	2,225,259	82.79%	2,687,760
VTA	1,347,337	650,826	48.06%	771,820	57.00%	829,661	61.27%	891,783	65.86%	1,354,074
WRTA	3,131,000	773,956	24.57%	1,484,985	47.14%	2,108,203	66.93%	2,380,920	75.58%	3,150,000

Demand Response UPT - 15 RTAs Reporting										
RTA	Baseline	Q1	% Accum.	Q2	% Accum.	Q3	% Accum.	Q4	% Accum.	Target
BAT	167,843	43,550	25.87%	85,074	50.55%	119,143	70.79%	127,816	75.94%	168,312
BRTA	28,300	6,665	24.22%	13,281	48.26%	18,837	68.45%	21,118	76.74%	27,518
CATA	29,116	7,447	24.83%	15,260	50.89%	22,084	73.64%	24,377	81.29%	29,989
CCRTA	457,105	135,497	29.64%	266,550	58.31%	375,046	82.05%	389,864	85.29%	457,105
FRTA	27,400	5,918	21.18%	12,137	43.43%	17,444	62.42%	19,739	70.63%	27,948
GATRA	307,650	76,811	24.00%	149,079	46.57%	211,493	66.07%	226,492	70.76%	320,100
LRTA	111,166	28,657	25.65%	54,259	48.57%	76,210	68.21%	82,097	73.48%	111,722
MART	396,422	94,243	23.31%	187,992	46.49%	273,737	67.70%	294,489	72.83%	404,350
MVRTA	87,015	22,841	25.99%	45,220	51.45%	65,483	74.51%	71,158	80.97%	87,885
MWRTA	212,228	40,846	19.25%	95,121	44.82%	137,265	64.68%	143,998	67.85%	212,228
NRTA	7,361	975	13.09%	1,931	25.92%	2,872	38.55%	2,918	39.17%	7,450
PVRTA	261,007	64,706	24.79%	127,464	48.84%	183,491	70.30%	196,590	75.32%	261,007
SRTA	66,463	24,814	31.26%	48,490	61.09%	69,667	87.76%	79,524	100.18%	79,381
VTA	13,160	3,067	23.18%	5,968	45.11%	8,381	63.35%	8,610	65.08%	13,230
WRTA	184,000	46,399	25.08%	90,763	49.06%	129,959	70.25%	141,965	76.74%	185,000

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 9 RTAs exceeded 25% accumulation threshold</li> <li>- Remaining 6 were within 4% of threshold</li> <li>- Seasonal RTAs (VTA, NRTA, CCRTA) had very strong ridership in Q1, accumulating up to 61.99% of target</li> </ul>	<ul style="list-style-type: none"> <li>- 9 RTAs exceeded 50% accumulation threshold</li> <li>- Remaining 6 were within 6% of threshold</li> <li>- Seasonal RTAs still exceeding others in terms of total accumulation, but the difference is smaller</li> </ul>	<ul style="list-style-type: none"> <li>- 3 RTAs exceeded 75% accumulation threshold</li> <li>- March COVID-19 impacts may have resulted in the remaining 12 RTAs not meeting that threshold</li> <li>- 7 RTAs were within 10% of threshold, 5 RTAs were within 15% of threshold</li> </ul>	<ul style="list-style-type: none"> <li>- Only 1 RTA met the year 1 target, likely attributable to the great success that was had in Q1</li> <li>- 6 RTAs were within 20% of reaching year 1 target</li> <li>- 6 RTAs were within 30% of reaching year 1 target</li> <li>- 2 RTAs were within 40% of reaching year 1 target</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 6 RTAs exceeded 25% accumulation threshold</li> <li>- 7 RTAs were within 5% of threshold</li> <li>- 2 RTAs were within 10% of threshold</li> </ul>	<ul style="list-style-type: none"> <li>- 5 RTAs exceeded 50% accumulation threshold</li> <li>- 9 RTAs were within 10% of threshold</li> <li>- 1 RTA was well below the threshold, with only 25.92% of anticipated ridership by the close of Q2, though this can be attributed to seasonal impacts</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs exceeded 75% accumulation threshold</li> <li>- 9 RTAs were within 10% of threshold</li> <li>- 1 RTA was well below the threshold, with only 38.55% of anticipated ridership by the close of Q3, but this can be attributed to seasonal impacts</li> </ul>	<ul style="list-style-type: none"> <li>- Only 1 RTA met the year 1 target, and was steady throughout the year</li> <li>- 3 RTAs were within 20% of reaching year 1 target</li> <li>- 8 RTAs were within 30% of reaching year 1 target</li> <li>- 1 RTA was within 40% of reaching year 1 target</li> <li>- 1 RTA was well below the threshold, with only 39.17% of anticipated ridership by the close of year 1</li> </ul>

- Overall takeaways in UPT performance:
  - The islands & the Cape achieved the greatest ridership numbers in Q1 and what would have been Q4, due to the seasonality of their systems
  - Target achievement was impacted by COVID-19 beginning in March, as most RTAs were between 4% and 6% of the accumulation thresholds prior to Q3. In Q3, greater variance in target achievement becomes apparent, with Q4 seeing drastic impacts in ridership target achievement.

## Unlinked Passenger Trips (UPT) / Vehicle Revenue Mile (VRM)

Fixed Route UPT/VRM - 7 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT										
BRTA	0.56	0.55	6.84%	0.50	-2.26%	0.48	-6.63%	0.30	-41.18%	0.51
CATA										
CCRTA										
FRTA										
GATRA	0.36	0.42	-0.41%	0.42	-0.94%	0.36	-13.27%	0.19	-54.28%	0.42
LRTA										
MART	0.78	0.59	-25.72%	0.69	-13.60%	0.58	-27.51%	0.29	-64.24%	0.80
MVRTA										
MWRTA										
NRTA	1.40	1.32	10.40%	0.51	-57.56%	0.29	-75.90%	0.24	-79.97%	1.20
PVTA	2.10	1.96	-5.50%	2.15	3.40%	1.93	-7.22%	0.92	-55.53%	2.08
SRTA										
VTA	1.11	1.68	42.58%	0.84	-28.75%	0.51	-57.12%	0.40	-65.69%	1.18
WRTA	1.60	1.62	1.07%	1.50	-6.05%	1.37	-14.64%	1.00	-37.21%	1.60



Demand Response UPT/VRM - 7 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT										
BRTA	0.10	0.10	4.32%	0.10	5.54%	0.10	4.12%	0.10	9.93%	0.09
CATA										
CCRTA										
FRTA										
GATRA	0.20	0.18	-19.90%	0.18	-22.84%	0.18	-23.26%	0.14	-38.06%	0.23
LRTA										
MART	0.16	0.17	4.13%	0.17	6.39%	0.18	11.94%	0.13	-16.42%	0.16
MVRTA										
MWRTA										
NRTA	0.26	0.31	4.07%	0.25	-16.95%	0.25	-15.43%	0.75	151.37%	0.30
PVTA	0.09	0.09	-0.29%	0.10	1.51%	0.10	1.37%	0.08	-10.94%	0.09
SRTA										
VTA	0.11	0.09	-26.86%	0.12	1.50%	0.14	11.88%	0.04	-67.19%	0.12
WRTA	0.20	0.16	-22.03%	0.15	-22.87%	0.15	-25.64%	0.12	-40.74%	0.20

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 4 RTAs were trending above the target</li> <li>- 2 RTAs were trending below the target, but within 5.5%</li> <li>- 1 RTA was trending well below target, at a 25.72% variation</li> </ul>	<ul style="list-style-type: none"> <li>- Only 1 RTA was trending above the target</li> <li>- 3 RTAs were trending below the target, but within 10%</li> <li>- 3 RTAs were trending well below the target, as far as a 57% variation (NRTA &amp; VTA – seasonality impacts)</li> </ul>	<ul style="list-style-type: none"> <li>- All 7 RTAs were trending below the target:</li> <li>- 2 RTAs were within 10% of target</li> <li>- 2 RTAs were within 20% of target</li> <li>- Remaining 3 RTAs had a negative variance greater than 27%</li> </ul>	<ul style="list-style-type: none"> <li>- All 7 RTAs were trending below the target, with negative variances ranging between 37.21% and 79.97%</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 3 RTAs were trending above the target</li> <li>- 1 RTA was within 1% of target</li> <li>- Remaining 3 RTAs were trending well below target, with a negative variance greater than 15%</li> </ul>	<ul style="list-style-type: none"> <li>- 4 RTAs were trending above the target</li> <li>- Remaining 3 RTAs were trending well below target, with a negative variance greater than 15%</li> </ul>	<ul style="list-style-type: none"> <li>- 4 RTAs were trending above the target</li> <li>- Remaining 3 RTAs were trending well below target, with a negative variance greater than 15%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending above the target</li> <li>- 1 RTA was within 10.94% of target</li> <li>- Remaining 4 RTAs were trending well below target, with a negative variance greater than 15%</li> </ul>

- Overall takeaways for UPT/VRM performance:
  - Fixed route productivity in relation to vehicle revenue miles operated was impacted by COVID-19 starting at the end of Q3, during the month of March.
  - Demand response productivity is more elastic, but also more relative, and is dependent on the length of the trips taken.

## Unlinked Passenger Trips (UPT) / Vehicle Revenue Hour (VRH)

Fixed Route UPT/VRH - 15 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	22.27	23.99	6.30%	23.87	5.77%	20.07	-11.06%	9.58	-57.57%	22.57
BRTA	9.69	8.97	3.08%	8.48	-2.59%	8.62	-1.03%	5.92	-31.98%	8.71
CATA	13.38	11.91	-15.82%	11.01	-22.16%	9.19	-35.03%	3.41	-75.92%	14.15
CCRTA	6.13	13.63	120.17%	6.99	12.92%	5.79	-6.55%	4.08	-34.03%	6.19
FRTA	8.52	8.19	-5.76%	3.75	-56.89%	6.62	-23.85%	2.23	-74.39%	8.69
GATRA	5.90	7.76	23.18%	7.45	18.25%	6.82	8.20%	3.72	-41.01%	6.30
LRTA	15.70	13.73	-13.00%	13.98	-11.38%	12.34	-21.78%	5.46	-65.37%	15.78
MART	11.77	9.67	-19.48%	10.76	-10.35%	9.17	-23.64%	4.56	-62.03%	12.01
MVRTA	15.43	15.91	2.55%	14.51	-6.43%	12.73	-17.94%	3.84	-75.21%	15.51
MWRTA	6.98	6.08	-12.93%	7.23	3.63%	5.58	-20.00%	1.72	-75.41%	6.98
NRTA	14.50	14.84	-4.24%	5.87	-62.10%	3.32	-78.57%	2.82	-81.82%	15.50
PVTA	27.83	25.71	-7.84%	28.49	2.12%	25.51	-8.54%	12.17	-56.37%	27.89
SRTA	21.59	20.95	0.07%	22.07	5.42%	20.14	-3.81%	12.07	-42.38%	20.94
VTA	18.90	24.43	27.22%	13.34	-30.52%	8.62	-55.10%	6.25	-67.43%	19.20
WRTA	19.00	19.08	0.43%	17.67	-7.02%	15.97	-15.94%	12.88	-32.20%	19.00

Demand Response UPT/VRH - 15 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	2.46	2.64	6.82%	2.57	4.12%	2.23	-9.78%	0.74	-69.86%	2.47
BRTA	1.27	1.22	-1.04%	1.24	0.31%	1.22	-0.80%	0.78	-36.53%	1.23
CATA	3.11	2.58	-15.31%	2.47	-18.61%	2.49	-17.97%	1.52	-50.12%	3.04
CCRTA	2.02	2.48	21.47%	2.41	17.84%	2.27	10.94%	1.33	-35.06%	2.04
FRTA	1.66	1.62	-4.40%	1.75	3.83%	1.72	2.02%	1.34	-20.96%	1.69
GATRA	2.50	2.19	-19.00%	2.34	-13.17%	2.08	-22.88%	1.58	-41.49%	2.70
LRTA	2.30	2.47	7.07%	2.20	-4.73%	2.43	5.34%	1.42	-38.52%	2.31
MART	2.37	2.47	2.15%	2.67	10.49%	2.72	12.52%	1.90	-21.36%	2.42
MVRTA	1.69	1.60	-6.61%	1.58	-7.33%	1.78	3.83%	1.30	-24.03%	1.71
MWRTA	2.74	2.35	-14.08%	3.01	9.96%	2.84	3.50%	1.87	-31.68%	2.74
NRTA	2.50	2.01	-30.82%	2.05	-29.41%	2.04	-29.61%	0.10	-96.63%	2.90
PVTA	1.38	1.39	1.09%	1.38	0.44%	1.30	-5.84%	0.88	-36.24%	1.38
SRTA	1.99	2.32	20.22%	2.26	17.13%	2.16	11.99%	1.64	-15.15%	1.93
VTA	1.67	1.74	-3.08%	1.65	-8.15%	1.75	-2.51%	0.93	-48.28%	1.80
WRTA	2.30	2.29	-0.30%	2.23	-3.12%	2.14	-6.80%	1.55	-32.45%	2.30

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 8 RTAs were trending above the target</li> <li>- 3 RTAs were trending below target, within 10%</li> <li>- 4 RTAs were trending below target, within 20%</li> </ul>	<ul style="list-style-type: none"> <li>- 6 RTAs were trending above the target</li> <li>- 3 RTAs were trending below target, within 10%</li> <li>- 2 RTAs were trending below target, within 20%</li> <li>- 4 RTAs trending well below target, with a negative variance greater than 20% (VTA and NRTA – seasonality impacts)</li> </ul>	<ul style="list-style-type: none"> <li>- Only 1 RTA was trending above the target</li> <li>- 4 RTAs were trending below target, within 10%</li> <li>- 4 RTAs were trending below target, within 20%</li> <li>- 6 RTAs were trending well below target with negative variance greater than 20%</li> </ul>	<ul style="list-style-type: none"> <li>- All RTAs were trending below the target, with negative variances ranging between 31.98% and 81.82%</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 6 RTAs trending above the target</li> <li>- 5 RTAs trending below, within 10% of target</li> <li>- 4 RTAs trending below target, with negative variance greater than 15%</li> </ul>	<ul style="list-style-type: none"> <li>- 8 RTAs trending above the target</li> <li>- 3 RTAs trending below the target, within 5%</li> <li>- 2 RTAs trending below the target, within 15%</li> <li>- 3 RTAs trending below the target, within 30%</li> </ul>	<ul style="list-style-type: none"> <li>- 7 RTAs trending above the target</li> <li>- 1 RTA trending below, within 1%</li> <li>- 4 RTAs trending below, within 10%</li> <li>- 3 RTAs trending</li> </ul>	<ul style="list-style-type: none"> <li>- All RTAs were trending below the target, with negative variances ranging between 15.15% and 96.63%</li> </ul>

- Overall takeaways on UPT/VRH performance:
  - Fixed route productivity in relation to vehicle revenue hours operated was impacted by COVID-19 starting at the end of Q3, during the month of March.
  - While some RTAs were struggling with this productivity metric prior to COVID-19 in fixed route operations, and NRTA and VTA displayed seasonality impacts as well, most RTAs were exceeding or well within 10% of achieving their targets.
  - There were limited COVID impacts on demand response productivity in relation to vehicle revenue hours until Q4 – again, this mode is more elastic but still relative to the hours operated.

## Farebox Recovery Ratio (FRR)

Fixed Route FRR - 14 RTAs Reporting (LRTA reports Systemwide only)										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	22.13%	23.15%	0.90%	23.62%	1.37%	18.69%	-3.56%	0.04%	-22.21%	22.25%
BRTA	13.81%	14.18%	2.59%	12.54%	0.95%	12.82%	1.22%	7.92%	-3.67%	11.59%
CATA	8.97%	12.24%	3.13%	4.81%	-4.30%	4.52%	-4.59%	0.14%	-8.96%	9.11%
CCRTA	17.20%	24.96%	7.51%	10.29%	-7.16%	8.40%	-9.05%	5.88%	-11.57%	17.45%
FRTA	5.96%	6.39%	0.31%	7.29%	1.21%	7.78%	1.70%	0.17%	-5.91%	6.08%
GATRA	8.25%	9.25%	-0.05%	8.35%	-0.95%	10.06%	0.76%	10.11%	0.81%	9.30%
LRTA										
MART	12.14%	12.03%	-0.35%	13.11%	0.73%	10.32%	-2.06%	1.11%	-11.27%	12.38%
MVRTA	10.00%	11.07%	1.67%	9.46%	0.06%	7.83%	-1.57%	1.17%	-8.23%	9.40%
MWRTA	10.54%	8.74%	-1.80%	5.26%	-5.28%	5.26%	-5.28%	0.31%	-10.23%	10.54%
NRTA	26.00%	35.88%	10.88%	8.47%	-16.53%	6.19%	-18.81%	6.30%	-18.70%	25.00%
PVTA	20.03%	18.28%	-1.93%	19.79%	-0.41%	17.45%	-2.75%	2.80%	-17.41%	20.20%
SRTA	16.35%	16.79%	1.31%	14.25%	-1.23%	12.64%	-2.84%	0.28%	-15.20%	15.48%
VTA	37.86%	52.59%	16.16%	16.05%	-20.38%	24.68%	-11.75%	48.80%	12.37%	36.43%
WRTA	16.50%	15.60%	-1.00%	13.35%	-3.25%	11.69%	-4.91%	0.19%	-16.41%	16.60%

Demand Response FRR - 14 RTAs Reporting (LRTA reports Systemwide only)										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	28.95%	32.75%	3.75%	32.90%	3.90%	27.54%	-1.46%	2.79%	-26.21%	29.00%
BRTA	14.78%	13.88%	3.52%	13.42%	3.05%	10.19%	-0.17%	4.26%	-6.10%	10.37%
CATA	3.18%	3.12%	-0.11%	3.11%	-0.13%	2.70%	-0.53%	0.20%	-3.03%	3.23%
CCRTA	21.36%	22.92%	1.31%	10.74%	-10.87%	6.25%	-15.36%	0.50%	-21.11%	21.61%
FRTA	14.73%	10.50%	-4.52%	11.40%	-3.62%	10.90%	-4.12%	6.41%	-8.61%	15.02%
GATRA	4.20%	5.62%	-0.38%	5.33%	-0.67%	5.02%	-0.98%	6.75%	0.75%	6.00%
LRTA										
MART	34.75%	33.12%	-2.33%	28.94%	-6.50%	25.84%	-9.61%	2.54%	-32.91%	35.45%
MVRTA	7.37%	6.71%	-0.66%	6.41%	-0.96%	6.84%	-0.53%	1.59%	-5.78%	7.37%
MWRTA	5.04%	5.20%	0.16%	4.02%	-1.02%	4.26%	-0.78%	0.50%	-4.54%	5.04%
NRTA	0.00%	0.90%	0.90%	0.88%	0.88%	0.29%	0.29%	0.25%	0.25%	0.00%
PVTA	8.68%	8.51%	-0.17%	8.54%	-0.14%	7.82%	-0.86%	0.61%	-8.07%	8.68%
SRTA	5.04%	7.24%	-8.24%	5.81%	-9.67%	5.26%	-10.22%	0.00%	-15.48%	15.48%
VTA	5.22%	3.14%	-2.22%	14.43%	9.07%	22.32%	16.96%	22.41%	17.05%	5.36%
WRTA	8.00%	6.37%	-1.73%	5.36%	-2.74%	5.23%	-2.87%	-0.02%	-8.12%	8.10%

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 10 RTAs were trending above target</li> <li>- Remaining 4 RTAs were trending below, but within 2% of target</li> </ul>	<ul style="list-style-type: none"> <li>- 5 RTAs were trending above the target</li> <li>- 5 RTAs were trending below the target, within 5%</li> <li>- 2 RTAs were trending below the target, within 10%</li> <li>- Remaining 2 RTAs (VTA, NRTA) were trending below the target, within 20% - seasonality impacts</li> </ul>	<ul style="list-style-type: none"> <li>- 3 RTAs were trending above target</li> <li>- 8 RTAs were trending below, within 5% of target</li> <li>- 1 RTA was trending below within 10% of target</li> <li>- Remaining 2 RTAs (VTA, NRTA) were trending below target, within 20% - seasonality impacts</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending above target</li> <li>- 1 RTA were trending below target within 5%</li> <li>- 3 RTAs were trending below target, within 10%</li> <li>- 8 RTAs were trending below target, within 11.27% and 22.21% below target</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 5 RTAs were trending above the target</li> <li>- 4 RTAs were trending below target, within 1%</li> <li>- 4 RTAs were trending below, within 5%</li> <li>- 1 RTA was trending below, within 10%</li> </ul>	<ul style="list-style-type: none"> <li>- 4 RTAs were trending above the target</li> <li>- 4 RTAs were trending below, within 1%</li> <li>- 2 RTAs were trending below, within 5%</li> <li>- 3 RTAs were trending below target, within 10%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending above target</li> <li>- 6 RTAs were trending below target, within 1%</li> <li>- 3 RTAs were trending below target, within 5%</li> <li>- 3 RTAs were trending below target, within 15%</li> </ul>	<ul style="list-style-type: none"> <li>- 3 RTAs were trending above target</li> <li>- 2 RTAs were trending below, within 5%</li> <li>- 5 RTAs were trending below, within 10%</li> <li>- 4 RTAs were trending well below target, within 15.48% and 26.21%</li> </ul>

- Overall takeaways on FRR performance:
  - Not all revenue streams are consistent; sometimes large payments (i.e., from Universities or other partners who buy lump sum passes/enter service contracts) can cause the recovery ratio to fluctuate from month to month, and quarter to quarter.
  - The impact of reduced fare collection during the COVID-19 pandemic varies from RTA to RTA due the timing of reinstatement of fare collection.
  - Fixed route operations generally experienced greater decreases in farebox recovery than demand response.



## Operating Expense (OP EX) / Vehicle Revenue Mile (VRM)

Fixed Route OPEX/VRM - 7 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	\$8.79	\$9.28	4.70%	\$8.07	-8.91%	\$9.15	3.31%	\$13.97	57.68%	\$8.86
BRTA	\$5.43	\$5.26	-5.51%	\$5.30	-4.82%	\$5.34	-4.03%	\$6.08	9.12%	\$5.57
CATA										
CCRTA										
FRTA										
GATRA										
LRTA										
MART	\$8.81	\$6.26	-27.84%	\$6.87	-20.82%	\$7.30	-15.89%	\$10.66	22.91%	\$8.68
MVRTA										
MWRTA										
NRTA	\$8.32	\$6.77	-26.84%	\$9.26	0.15%	\$11.35	22.73%	\$9.56	3.33%	\$9.25
PVTA	\$6.93	\$7.10	3.44%	\$7.10	3.43%	\$7.81	13.78%	\$10.65	55.25%	\$6.86
SRTA										
VTA	\$3.62	\$5.03	32.24%	\$8.61	126.55%	\$5.66	49.01%	\$7.24	90.63%	\$3.80
WRTA	\$10.01	\$10.34	-6.06%	\$10.75	-2.38%	\$11.06	0.42%	\$18.40	67.11%	\$11.01

Demand Response OPEX/VRM - 7 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	\$6.32	\$5.59	-15.50%	\$5.54	-16.33%	\$6.40	-3.40%	\$15.14	128.77%	\$6.62
BRTA	\$3.14	\$2.62	-29.16%	\$2.85	-22.95%	\$3.49	-5.64%	\$7.30	97.48%	\$3.70
CATA										
CCRTA										
FRTA										
GATRA										
LRTA										
MART	\$4.34	\$4.76	11.40%	\$5.19	21.26%	\$5.62	31.51%	\$8.90	108.00%	\$4.28
MVRTA										
MWRTA										
NRTA	\$9.17	\$21.27	133.74%	\$13.69	50.40%	\$13.97	53.55%	\$833.54	9059.79%	\$9.10
PVTA	\$3.23	\$3.30	1.99%	\$3.36	3.91%	\$3.67	13.64%	\$8.37	158.93%	\$3.23
SRTA										
VTA	\$6.80	\$6.56	-8.09%	\$7.59	6.31%	\$7.01	-1.76%	\$20.46	186.60%	\$7.14
WRTA	\$4.61	\$5.44	7.27%	\$5.73	13.05%	\$6.07	19.66%	\$14.05	177.02%	\$5.07

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 4 RTAs were trending below target (costs lower than anticipated)</li> <li>- 2 RTAs were trending above target (costs higher than anticipated), within 5%</li> <li>- 1 RTA was trending well above target, at 32.24%</li> </ul>	<ul style="list-style-type: none"> <li>- 4 RTAs were trending below target (costs lower than anticipated)</li> <li>- 2 RTAs were trending above target (costs higher than anticipated), within 5%</li> <li>- 1 RTA trending well above target, at 126.55%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending below target (costs lower than anticipated)</li> <li>- 2 RTAs were trending above the target (costs higher than anticipated), within 5%</li> <li>- 3 RTAs were trending above the targets, between 13.78% and 49.01%</li> </ul>	<ul style="list-style-type: none"> <li>- All RTAs were trending above the target (higher costs), ranging from an increase by 3.33% to 90.63%</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 3 RTAs were trending below the target</li> <li>- 2 RTAs were trending above the target, within 10%</li> <li>- The remaining 2 RTAs were trending well above the target, between 11.40% and 133.74%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending below the target</li> <li>- 2 RTAs were trending above the target, within 10%</li> <li>- The remaining 3 RTAs were trending well above the target, between 13.05% and 50.40%</li> </ul>	<ul style="list-style-type: none"> <li>- 3 RTAs were trending below the target</li> <li>- The remaining 4 RTAs were trending well above the target, between 13.64% and 53.55%</li> </ul>	<ul style="list-style-type: none"> <li>- All RTAs were trending above the target (higher costs), ranging from an increase by 97.48% to 9,059.79%</li> </ul>

- Overall takeaways on OPEX/VRM performance:
  - Demand response by the mile during a pandemic is not an efficient process, as costs skyrocketed above the anticipated target during Q4.
  - Fixed route cost efficiency was also reduced during the pandemic, though not as drastically as demand response.

## Operating Expense (OP EX) / Vehicle Revenue Hour (VRH)

Fixed Route OPEX/VRH - 13 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT										
BRTA	\$94.30	\$86.54	-8.84%	\$90.04	-5.15%	\$96.57	1.73%	\$119.80	26.20%	\$94.93
CATA	\$122.69	\$112.71	-9.53%	\$118.67	-4.74%	\$125.74	0.93%	\$91.58	-26.49%	\$124.58
CCRTA	\$60.83	\$59.43	-4.63%	\$82.72	32.75%	\$87.63	40.63%	\$127.75	105.00%	\$62.32
FRTA	\$128.45	\$133.55	1.94%	\$54.05	-58.74%	\$102.11	-22.06%	\$252.73	92.91%	\$131.01
GATRA	\$75.65	\$86.22	10.19%	\$85.60	9.39%	\$92.15	17.76%	\$99.54	27.21%	\$78.25
LRTA										
MART	\$132.13	\$101.79	-21.79%	\$106.94	-17.84%	\$115.32	-11.39%	\$169.90	30.54%	\$130.15
MVRTA	\$94.61	\$92.56	-5.02%	\$97.25	-0.20%	\$101.13	3.78%	\$94.66	-2.87%	\$97.45
MWRTA	\$56.81	\$67.48	15.31%	\$61.08	4.39%	\$65.02	11.11%	\$97.16	66.04%	\$58.51
NRTA	\$84.00	\$75.82	-11.84%	\$106.86	24.25%	\$130.41	51.64%	\$112.04	30.28%	\$86.00
PVTA	\$91.73	\$92.91	0.87%	\$94.09	2.16%	\$103.31	12.16%	\$140.31	52.33%	\$92.11
SRTA	\$112.40	\$114.22	-0.86%	\$130.61	13.37%	\$129.32	12.25%	\$237.99	106.57%	\$115.21
VTA	\$61.50	\$72.96	18.04%	\$136.59	120.98%	\$96.47	56.07%	\$111.89	81.01%	\$61.81
WRTA	\$117.19	\$122.04	-5.33%	\$126.33	-2.00%	\$129.30	0.30%	\$235.92	83.01%	\$128.91

Demand Response OPEX/VRH - 13 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT										
BRTA	\$41.56	\$32.87	-32.80%	\$35.82	-26.77%	\$43.98	-10.10%	\$55.78	14.03%	\$48.92
CATA	\$81.11	\$85.58	-4.59%	\$77.54	-13.56%	\$89.83	0.14%	\$117.78	31.31%	\$89.70
CCRTA	\$23.95	\$34.14	39.15%	\$18.24	-25.67%	\$30.49	24.26%	\$113.12	361.07%	\$24.53
FRTA	\$60.24	\$90.92	47.98%	\$76.09	23.84%	\$84.88	38.15%	\$138.23	124.98%	\$61.44
GATRA	\$56.67	\$56.40	-4.90%	\$64.93	9.49%	\$62.29	5.04%	\$160.22	170.18%	\$59.30
LRTA										
MART	\$65.99	\$71.02	9.28%	\$81.86	25.94%	\$85.92	32.19%	\$127.20	95.71%	\$65.00
MVRTA	\$51.20	\$44.35	-15.90%	\$46.01	-12.76%	\$53.33	1.11%	\$83.03	57.44%	\$52.74
MWRTA	\$65.64	\$77.44	14.54%	\$76.05	12.48%	\$79.02	16.88%	\$162.87	140.90%	\$67.61
NRTA	\$85.00	\$136.68	66.68%	\$112.45	37.14%	\$112.42	37.10%	\$107.95	31.65%	\$82.00
PVTA	\$47.39	\$49.01	3.40%	\$48.73	2.82%	\$50.03	5.56%	\$87.85	85.36%	\$47.39
SRTA	\$90.39	\$74.30	-35.51%	\$85.86	-25.47%	\$88.09	-23.54%	\$161.75	40.39%	\$115.21
VTA	\$84.66	\$129.26	51.93%	\$102.09	20.00%	\$90.85	6.79%	\$479.39	463.46%	\$85.08
WRTA	\$66.69	\$79.99	9.04%	\$82.81	12.88%	\$87.46	19.22%	\$184.15	151.02%	\$73.36

Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 8 RTAs were trending below target (costs lower than anticipated)</li> <li>- 2 RTAs were trending above the target (costs higher than anticipated) but within 2%</li> <li>- 3 RTAs were trending above the target, within 20%</li> </ul>	<ul style="list-style-type: none"> <li>- 6 RTAs were trending below target (lower costs)</li> <li>- 2 RTAs were trending above the target (higher costs), within 5%</li> <li>- 2 RTAs were trending above the target (higher costs), within 15%</li> <li>- 3 RTAs were trending above the target, between 24.25% and 120.98%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending below target (lower costs)</li> <li>- 4 RTAs were trending above target (higher costs), within 5%</li> <li>- 3 RTAs were trending above target, within 15%</li> <li>- 4 RTAs were trending above target, between 17.78% and 56.07%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending below target (lower costs)</li> <li>- Remaining RTAs were trending above the targets (higher costs), between 26.20% and 106.57%</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 4 RTAs were trending below target (costs lower than anticipated)</li> <li>- 4 RTAs were trending above the target (higher costs than anticipated), within 15%</li> <li>- Remaining 4 RTAs were trending above the target, between 39.15% and 66.68%</li> </ul>	<ul style="list-style-type: none"> <li>- 5 RTAs were trending below the target (lower costs)</li> <li>- 1 RTA was trending above the target (higher costs), within 5%</li> <li>- 3 RTAs were trending above the target, within 20%</li> <li>- 1 RTA was trending well above the target, at 37.14%</li> </ul>	<ul style="list-style-type: none"> <li>- 2 RTAs were trending above the target (lower costs)</li> <li>- 2 RTAs were trending below (higher costs), within 5%</li> <li>- 2 RTAs were trending below (higher costs), within 10%</li> <li>- Remaining 6 RTAs were trending below, between 16.88% and 38.15%</li> </ul>	<ul style="list-style-type: none"> <li>- All RTAs were trending above target, between 31.31% and 463.46%</li> </ul>

- Overall takeaways on OPEX/VRH performance:
  - Demand response by the hour shows a better distribution of costs, compared to by the mile, though costs still increased dramatically in Q4.
  - Costs in both modes appeared to be within better control in Q1-Q2, with some COVID impacts seen at the end of Q3 and then a large impact in Q4 resulting from significant operating expense increases related to the pandemic (i.e. PPE, cleaning procedures, social distancing, etc.).
  - The islands display strong seasonal variations in cost allocation by hour.

## On-Time Performance (OTP)

Fixed Route OTP - 12 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	97.33%	97.31%	-0.19%	96.08%	-1.42%	98.88%	1.38%	100.00%	2.50%	97.50%
BRTA	90.36%	90.09%	-0.72%	90.77%	-0.05%	92.18%	1.36%	94.25%	3.44%	90.81%
CATA										
CCRTA	67.30%	51.71%	-16.09%	83.98%	16.18%	94.90%	27.10%	77.92%	10.12%	67.80%
FRTA										
GATRA	87.00%	86.33%	-5.67%	87.87%	-4.13%	91.00%	-1.00%	100.00%	8.00%	92.00%
LRTA	83.00%	80.68%	-4.32%	79.63%	-5.37%	84.95%	-0.05%	88.83%	3.83%	85.00%
MART										
MVRTA	68.00%	68.40%	-1.60%	67.33%	-2.67%	79.60%	9.60%	87.27%	17.27%	70.00%
MWRTA	98.00%	99.00%	2.00%	99.00%	2.00%	99.90%	2.90%	99.90%	2.90%	97.00%
NRTA	98.00%	94.00%	-6.00%	94.00%	-6.00%	99.33%	-0.67%	98.67%	-1.33%	100.00%
PVTA	77.33%	74.64%	-5.36%	74.34%	-5.66%	78.28%	-1.72%	80.89%	0.89%	80.00%
SRTA	90.00%	82.44%	2.44%	80.19%	0.19%	84.66%	4.66%	87.02%	7.02%	80.00%
VTA	94.00%	90.67%	-4.33%	98.42%	3.42%	98.17%	3.17%	97.33%	2.33%	95.00%
WRTA Wdy/Sat.	80.00%	80.21%	-0.79%	78.67%	-2.33%	82.96%	1.96%	84.84%	3.84%	81.00%
WRTA Sun.	83.00%	84.63%	0.63%	84.00%	0.00%	83.29%	-0.71%	82.15%	-1.85%	84.00%

Demand Response OTP - 13 RTAs Reporting										
RTA	Baseline	Q1	% Diff.	Q2	% Diff.	Q3	% Diff.	Q4	% Diff.	Target
BAT	88.73%	86.87%	-1.88%	88.27%	-0.48%	92.07%	3.32%	95.81%	7.06%	88.75%
BRTA	95.95%	93.52%	-2.48%	95.05%	-0.95%	97.27%	1.27%	97.52%	1.52%	96.00%
CATA										
CCRTA	92.55%	90.24%	-2.81%	92.34%	-0.71%	94.90%	1.85%	95.59%	2.54%	93.05%
FRTA	76.59%	88.00%	9.88%	85.67%	7.55%	86.33%	8.21%	89.86%	11.74%	78.12%
GATRA	89.00%	90.33%	-2.67%	83.70%	-9.30%	91.90%	-1.10%	100.00%	7.00%	93.00%
LRTA	87.80%	93.23%	3.23%	92.50%	2.50%	92.81%	2.81%	98.70%	8.70%	90.00%
MART	96.30%	96.92%	0.14%	96.30%	-0.48%	97.53%	0.75%	98.17%	1.39%	96.78%
MVRTA	98.00%	93.67%	-4.33%	91.33%	-6.67%	93.22%	-4.78%	98.83%	0.83%	98.00%
MWRTA	99.50%	98.87%	1.87%	97.70%	0.70%	99.90%	2.90%	100.00%	3.00%	97.00%
NRTA	92.50%	94.00%	-1.00%	94.00%	-1.00%	95.00%	0.00%	33.33%	-61.67%	95.00%
PVTA	82.00%	91.68%	1.68%	90.16%	0.16%	94.57%	4.57%	98.21%	8.21%	90.00%
SRTA	97.00%	98.13%	18.13%	98.06%	18.06%	98.32%	18.32%	98.29%	18.29%	80.00%
VTA	90.10%	92.00%	0.20%	90.73%	-1.07%	92.67%	0.87%	93.23%	1.43%	91.80%
WRTA										



Mode	Q1 Observations	Q2 Observations	Q3 Observations	Q4 Observations
Fixed Route	<ul style="list-style-type: none"> <li>- 2 RTAs were trending above the target</li> <li>- 6 RTAs were trending below the target, within 5%</li> <li>- 3 RTAs were trending below the target, within 10%</li> <li>- 1 RTA was trending well below target, at 16.09%</li> </ul>	<ul style="list-style-type: none"> <li>- 5 RTAs were trending above the target</li> <li>- 6 RTAs were trending below the target, within 5%</li> <li>- 3 RTAs were trending below the target, within 10%</li> </ul>	<ul style="list-style-type: none"> <li>- 8 RTAs were trending above the target</li> <li>- Remaining 5 RTAs were trending below, but within 5%</li> </ul>	<ul style="list-style-type: none"> <li>- 10 RTAs were trending above the target</li> <li>- 2 RTAs were trending below target, but within 2%</li> </ul>
Demand Response	<ul style="list-style-type: none"> <li>- 7 RTAs were trending above target</li> <li>- Remaining 6 RTAs were trending below, but within 5%</li> </ul>	<ul style="list-style-type: none"> <li>- 5 RTAs were trending above the target</li> <li>- 6 RTAs were trending below the target, within 5%</li> <li>- Remaining 2 RTAs were trending below, within 10%</li> </ul>	<ul style="list-style-type: none"> <li>- 11 RTAs were trending above the target</li> <li>- Remaining 2 RTAs were trending below, but within 5%</li> </ul>	<ul style="list-style-type: none"> <li>- 12 RTAs were trending above the target</li> <li>- 1 RTA was trending below target at a decrease of 61.67%</li> </ul>

- Overall takeaways on OTP performance:
  - RTA on time performance fared well through the entire year, including during the pandemic.

## Appendix D – Federal CARES Act of 2020

The Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 provided \$25 billion in funding to support the transit industry's response to COVID-19. Beginning January 20, 2020, funding is available for all activities normally available under the 5307 and 5311 federal programs at 100% federal share.<sup>38</sup> The 5307 program, which provides funding for transit agencies in large and small urbanized areas (UZAs), received \$22.7 billion in funds through the CARES Act, while the 5311 program, which provides funding for agencies in rural areas and for intercity bus, received \$2.2 billion.<sup>39</sup>

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<sup>38</sup> Federal Transit Administration; Coronavirus Aid, Relief, and Economic Security (CARES) Act (<https://www.transit.dot.gov/cares-act>).

<sup>39</sup> Federal Transit Administration; Coronavirus Aid, Relief, and Economic Security (CARES) Act (<https://www.transit.dot.gov/cares-act>).

## *CARES Act Apportionment in Massachusetts*

Table 5. Total CARES Act funding apportioned to MA in comparison to the normal FFY2020 apportionment.

Agency	Total CARES Act Apportioned to MA	Total FFY20 Apportionment to MA	Difference: FFY20 vs. CARES Act
<b>Boston (MA/RI/NH) UZA</b> (MBTA, BAT, CATA, GATRA, LRTA, MART, MVRTA, MWRTA)	\$875,853,557	\$310,460,640	\$565,392,917
<b>Barnstable UZA</b> (CCRTA, GATRA)	\$31,933,539	\$11,298,798	\$20,634,741
<b>Worcester (MA/CT) UZA</b> (WRTA, MART)	\$36,356,649	\$10,024,021	\$26,332,628
<b>Springfield (MA/CT) UZA</b> (PVRTA)	\$36,615,416	\$13,007,389	\$23,608,027
<b>Nashua (MA/NH) UZA</b> (LRTA)	\$356,013	\$126,870	\$229,143
<b>Providence (MA/RI) UZA</b> (GATRA, SRTA)	\$22,776,312	\$8,076,402	\$14,699,910
<b>Governor's Apportionment</b> (SRTA, MART, BRTA)	\$27,371,666	\$9,723,974	\$17,647,692
<b>Rural Apportionment</b> (VTA, NRTA, FRTA, BRTA)	\$12,619,719	\$4,219,613	\$8,400,106
	<b>\$1,043,882,871</b>	<b>\$366,937,707</b>	<b>\$676,945,164</b>

## Program Specific Apportionments

Table 6. CARES Act apportionment for the Boston UZA (5037/5340 and 5337 funds).

Agency	% of Total	Total Amount
<b>5307/5340</b>		
MBTA	88.14%	\$418,385,594
BAT (Brockton)	1.91%	\$9,048,637
MVRTA (Lawrence-Haverhill)	3.562%	\$16,914,813
LRTA (Lowell)	2.36%	\$11,200,527
GATRA (Taunton)	0.49%	\$2,312,367
NH DOT	1.70%	\$8,078,567
RIPTA	0.0067%	\$31,833
CATA (Gloucester-Rockport)	0.3345%	\$1,587,875
MWRTA (Metro West)	1.42%	\$6,738,647
MART (Montachusett)	0.08%	\$383,626
	<b>100.00%</b>	<b>\$474,682,486</b>
<b>5337</b>		
MBTA		\$409,281,473
<b>UZA Total</b>		<b>\$883,963,957</b>

Table 7. CARES Act apportionment for the Governor's Apportionment of 5307 funds.

Agency	% of Total	Total Amount
MART-Leominster-Fitchburg Share	35.65%	\$9,758,556
SRTA-New Bedford Share	43.60%	\$11,934,567
BRTA-Pittsfield Share	20.75%	\$5,678,543
	<b>100.00%</b>	<b>\$27,371,666</b>

Table 8. CARES Act apportionment for rural areas through the 5311 program.

Agency	% of Total	Total Amount
RTA Share	75.00%	\$9,464,789
Intercity Bus Share	15.00%	\$1,892,958
Admin (MassDOT)	10.00%	\$1,261,972
	<b>100.00%</b>	<b>\$12,619,719</b>

### Summary of Available Federal Funding for MA RTAs

Table 9. All available federal funding apportionments (appt.) in FFY2020 for MA RTAs, including total CARES Act funding and total FFY2020 funding.

Agency	5307 Appt. under CARES	5311 Appt. under CARES	5307 FFY20 Appt.	5311 FFY20 Appt.	Total CARES Act Appt.	Total FFY20 Appt.	TOTAL FEDERAL FUNDS AVAILABLE
BAT	\$9,048,637	-	\$3,244,526	-	\$9,048,637	\$3,244,526	\$12,293,163
BRTA	\$5,678,543	\$908,620	\$2,016,383	\$304,249	\$6,587,163	\$304,249	\$8,907,795
CATA	\$1,587,875	-	\$569,356	-	\$1,587,875	\$569,356	\$2,157,231
CCRTA	\$29,857,859	-	\$8,485,189	-	\$29,857,859	\$8,485,189	\$38,343,048
FRTA	-	\$3,795,380	-	\$1,270,874	\$3,795,380	\$1,270,874	\$5,066,254
GATRA	\$15,634,793	-	\$4,853,391	-	\$15,634,793	\$4,853,391	\$20,488,185
LRTA	\$11,556,540	-	\$4,144,558	-	\$11,556,540	\$4,144,558	\$15,701,098
VTA	-	\$2,924,620	-	\$979,302	\$2,924,620	\$979,302	\$3,903,922
MVRTA	\$16,914,813	-	\$6,065,063	-	\$16,914,813	\$6,065,063	\$22,979,876
MART	\$10,318,871	-	\$3,664,717	-	\$10,318,871	\$3,664,717	\$13,983,588
MWRTA	\$6,738,647	-	\$2,416,244	-	\$6,738,647	\$2,416,244	\$9,154,891
NRTA	-	\$1,836,169	-	\$614,837	\$1,836,169	\$614,837	\$2,451,006
PVTA	\$36,615,416	-	\$13,286,493	-	\$36,615,416	\$13,286,493	\$49,901,909
SRTA	\$22,499,317	-	\$7,484,261	-	\$22,499,317	\$7,484,261	\$29,983,578
WRTA	\$37,504,146	-	\$10,686,232	-	\$37,504,146	\$10,686,232	\$48,190,378
	<b>\$203,955,457</b>	<b>\$9,464,789</b>	<b>\$66,916,413</b>	<b>\$3,169,262</b>	<b>\$213,420,246</b>	<b>\$70,085,675</b>	<b>\$283,505,921</b>