



Annual Report on the Regional Transit Authority Performance Management Program

Submitted Pursuant to the Massachusetts
Budget Act of 2023 Chapter 28, Outside
Section 99 -
RTA Performance Progress Report for FY2023

Prepared By:

MassDOT Rail & Transit Division

February 9, 2024

Executive Summary

Background

The Massachusetts Department of Transportation (MassDOT) submits this report to the Massachusetts State Legislature pursuant to the Massachusetts Budget Act of 2023 Chapter 28, Outside Section 99. The report provides a review of performance data collected for the Fiscal Year 2023 term of the FY2022–23 Bilateral Performance Management Memoranda of Understanding (MOUs) between the 15 Regional Transit Authorities (RTA) and MassDOT.

The Commonwealth provides the RTAs with State Contract Assistance (SCA) each budget cycle based on an agreed-to distribution formula. RTAs primarily use SCA to fund operating needs. The MassDOT Rail and Transit Division (RTD) oversees and collaborates with its RTA partners to maximize investment and enhance accountability and transparency. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs ensure that SCA advances the goals and targets established by each system. The MOUs include performance metrics and targets for the legislatively defined categories of ridership, customer service and satisfaction, asset management and financial performance, as well as RTA established baselines and timelines for implementation. The program encourages data-driven decision making and is a valuable tool used to identify continued progress, best practices, and innovative solutions to challenges facing the RTAs. The program is particularly relevant as the RTAs work to build ridership and develop strategies for recovery in the post pandemic environment.

Performance Analysis & Reporting

The performance metrics collected and analyzed from each RTA include universal industry measures: ridership, customer service and satisfaction, asset management, and financial performance, as well as the additional key area of safety performance (Table 1). Each agency's FY2023 performance data is summarized in the Performance Metric Analysis, Asset Management Performance Metric Analysis and Safety Performance Metric Analysis sections of this report. These metrics 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 and use data that is widely available to transit agencies and operators.¹² Supplementary data collected includes annually reported metrics on

¹ International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

² 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.

external partnerships, fleet composition and system-specific metrics that highlight key initiatives or system-identified performance indicators (Table 2) and is included in *Appendix B – RTA Profiles*.

<i>Category</i>	<i>Performance Metrics</i>
<i>Ridership</i>	Unlinked passenger trips (UPT)
	UPT/Vehicle revenue mile (VRM)
	UPT/Vehicle revenue hour (VRH)
<i>Customer Service & Satisfaction</i>	On-time performance (OTP)
	Scheduled trips operated (STO)
<i>Asset Management¹</i>	Federal Transit Administration (FTA) reportable revenue vehicle asset class meeting Transit Asset Management (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</i>	Farebox recovery ratio (FRR)
	Operating expenses/VRM
	Operating expenses/VRH
<i>Safety²</i>	Operating expenses/UPT
	FTA reportable major and non-major event data (events, injuries and fatalities) OR Preventable accidents per 100,000 miles

Table 1. List of performance metrics agreed to by all RTAs.

¹For the asset management category, each RTA is to report whether they achieved the TAM plan targets.

²For the safety category, each RTA that is subject to the National Transit Database (NTD) Safety & Security reporting requirement is to provide all reportable data. If the RTA is not subject to the requirement, that RTA is to report preventable accident data.

<i>Metric</i>	<i>Definition</i>
<i>External Partnerships</i>	Number of partnerships with private or other public entities, such as relationships with local businesses, public universities, another public authority, Councils on Aging (COAs), or non-profit organizations
<i>Fleet Composition</i>	Percentage of overall RTA fleet composition based on fuel type; fuel types included in this metric include Electric, Hybrid Electric, Compressed Natural Gas (CNG), Diesel, and Gasoline
<i>RTA Choice Metric Tied to CRTP</i>	A metric or initiative that is based on a recommendation from the RTA's recently completed Comprehensive Regional Transit Plan (CRTP)
<i>RTA Choice Metric</i>	A metric of the RTA's choosing that is relevant to each system's goals or priorities (replaces the previous "Stretch Goal" performance category included in the FY20-FY2021 MOUs)

Table 2. List of annual reported performance metrics.

Much of this report focuses on the performance measures identified in Table 1, as they enable comparisons and analyses across RTAs to identify and share best

practices among peers, and pinpoint which strategies increase ridership, provide operating efficiencies, and increase customer satisfaction and reliability.

The Ridership and Customer Service & Satisfaction data is summarized into analysis tables that display the monthly raw data, the quarterly subtotals, and the year-to-date (YTD) actuals. The Financial Performance data displays only the YTD actuals. Due to accrual-based accounting methods, revenue and expense figures can exhibit variability from month-to-month, and YTD actuals provides a normalized representation of RTA performance.

The Asset Management and Safety data are aggregated based on each RTA’s annual submittal to the National Transit Database (NTD), which includes the target, the actual performance, and the resulting difference for each category as defined by the Federal Transit Administration (FTA). This report also provides graphical representations of average RTA performance. Text is included to highlight the key takeaways on overall RTA performance. Comparative bar charts have been added for selected metrics.

Key Performance Results and Takeaways on RTA Ridership

As discussed in the MassDOT FY2022 RTA Performance Progress Report to the Legislature, although negatively impacted by the pandemic, RTA ridership has continued to demonstrate a steady upward recovery trend that has continued through FY2023 (Figure 1).

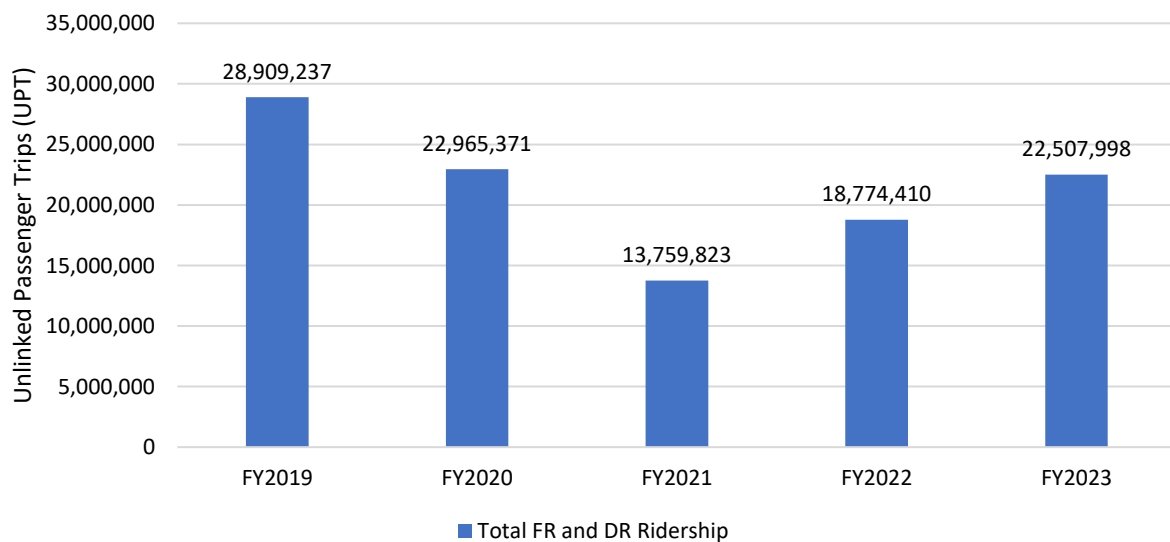


Figure 1. Systemwide annual totals from FY2019 to FY2023 displaying the rebound trend in RTA ridership.

In FY2023, RTAs proactively continued to take a number of steps to recover ridership. These actions included:

- Redesign of routes,
- Addition/continuation of flexible services like microtransit,
- Offering fare free services,
- Addition of customer amenities like bus stops,
- Close collaboration with stakeholders to develop/strengthen partnerships,
- Increase in service frequency and/or span of service,
- Strengthening of social media presence,
- Use of real time data to inform operating decisions, and
- Capital procurements, particularly for low or no-emission vehicles to replace diesel fueled vehicles.

Of note, in FY2023, BRTA, MEVA and WRTA exceeded pre-pandemic (FY2019) ridership levels in their systems. Several RTAs came close to recovering to FY2019 levels, while others continued to experience significant workforce impacts such as hiring and onboarding challenges and attrition which have limited the provision of their full level of services and constrained ridership growth.

Figure 2 displays the percent change in annual modal RTA ridership relative to the pre-pandemic-levels of FY2019. At its lowest point at the start of the pandemic, RTA fixed route and demand response ridership dropped to -76.98% and -77.96% of FY2019 ridership levels, respectively. At the close of FY2023, the percentage drop in ridership for fixed route and demand response had steadily rebounded to -8% and -24%, respectively.

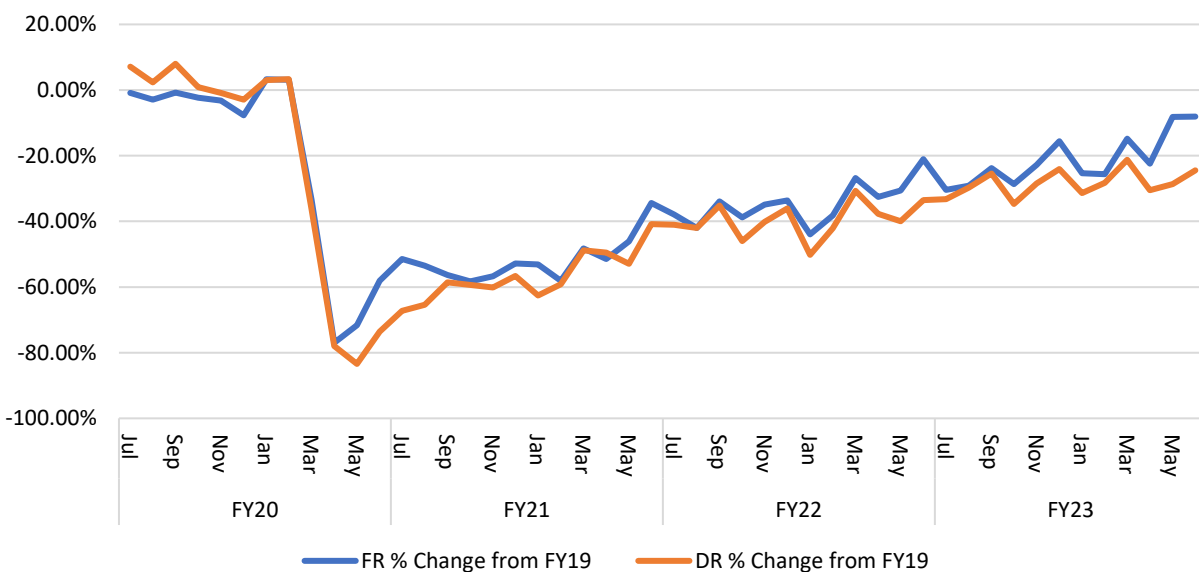


Figure 2. Percent change in FY2020–FY2023 annual modal RTA ridership relative to pre-pandemic levels.

Figure 3 and Figure 4 display the RTAs’ success in reaching their ridership targets in FY2023. Though the COVID-19 pandemic continued to impact RTA ridership in FY2023 as compared to pre-pandemic numbers, RTAs had much better success in reaching their ridership targets by the close of the fiscal year, mirroring the performance seen in FY2022. Ten out of 15 systems exceeded their fixed route target, while 12 out of 15 exceeded their demand response target. The demand response mode far exceeded RTA expectations, with RTAs on average meeting their target between January and February. On average per month, the RTAs gained 9.73% in fixed route ridership and 13.48% in demand response ridership. At the close of FY2023, the RTAs had accumulated on average of 116.81% and 159.43% of their fixed route and demand response targets, respectively.

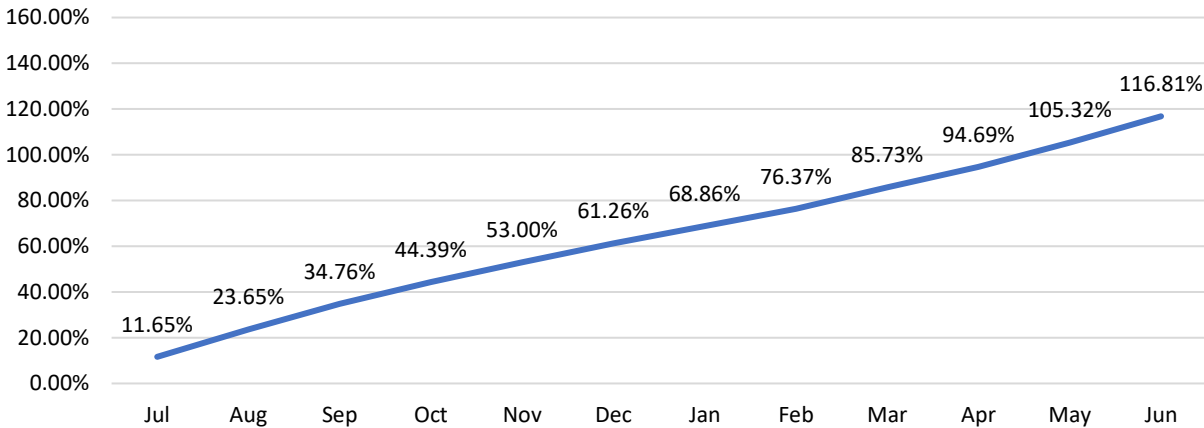


Figure 3. Average distance from target (percent accumulation) for fixed route ridership in FY2023.

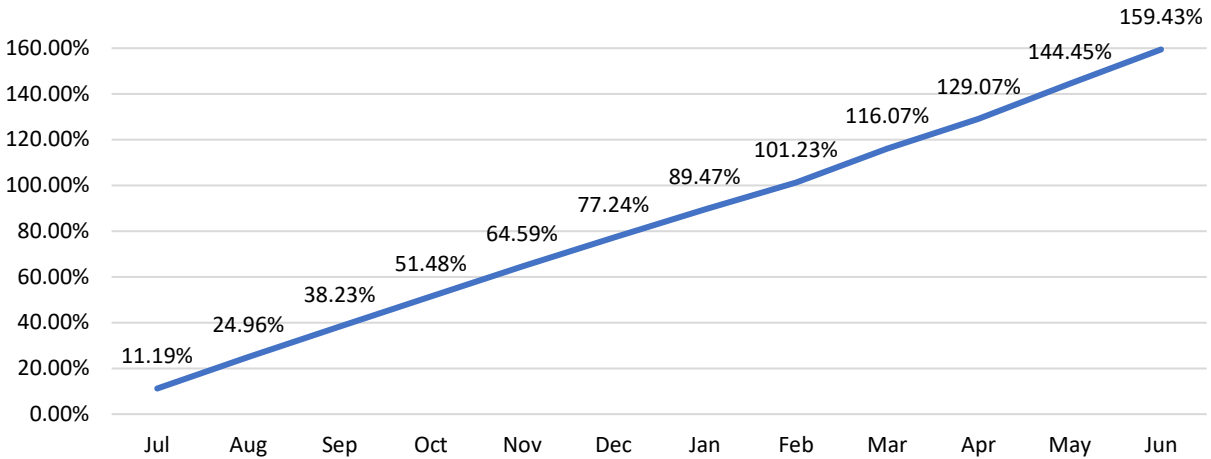


Figure 4. Average distance from target (percent accumulation) for demand response ridership in FY2023.

Throughout the pandemic and in its aftermath, for “durable” riders, (generally riders who use transit services to travel to and from essential workplaces and those who do not own a car), public transit in the 15 RTA service areas has continued to remain an important and essential transportation option. This durable ridership trend is a positive sign for RTAs as they continue to make progress in recovering to pre-pandemic ridership levels. Other important ridership drivers for RTAs have included local colleges and universities and summer tourism, particularly for popular tourist destinations like Cape Cod and the Islands. The return to in-person education schedules has also continued to contribute to the rebound in RTA ridership, as have route redesign, increased frequencies and extended hours, strengthened stakeholder partnerships, and fare free service.

Key Performance Results and Takeaways on RTA Finances

Like ridership, RTA revenues were significantly disrupted by the initial stages of the COVID-19 pandemic. In FY2023, RTAs averaged a 7.73% recovery of operating expenses by fare revenues for fixed route, and a 7.50% recovery for demand response, which is on trend with FY2022 (Figure 5). Although farebox recovery ratios (FRR) have rebounded somewhat from early pandemic levels, they are still below pre-pandemic levels, as RTAs averaged a 16.0% recovery for fixed route, and a 10.2% recovery for demand response in FY2019.

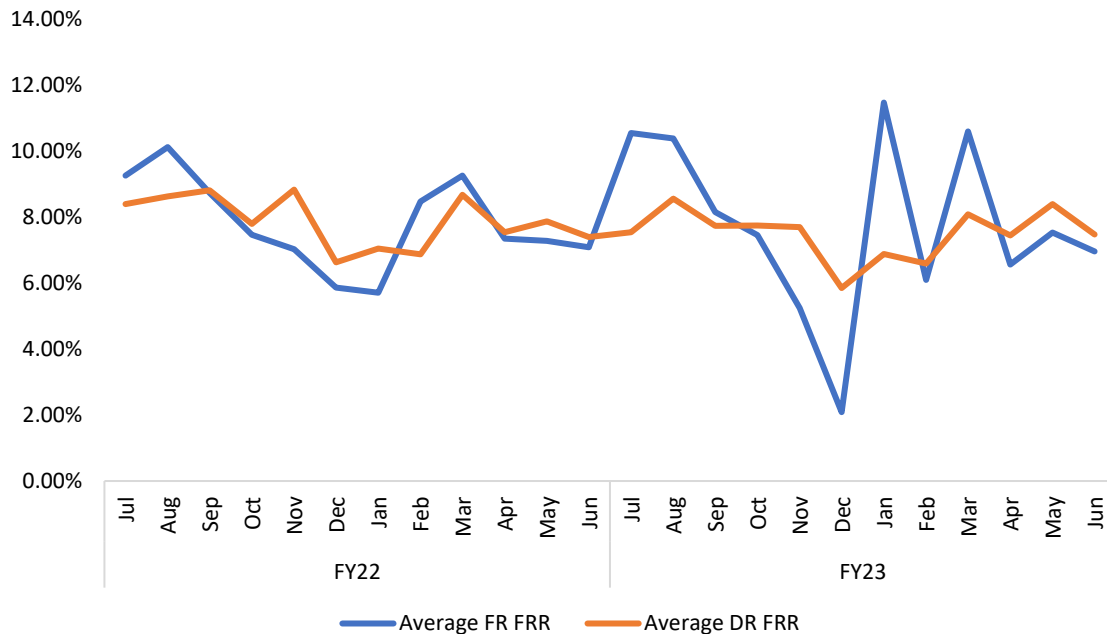


Figure 5. RTA Average Fixed Route & Demand Response FY2022-FY2023 FRR.

Contributing factors to a slower rebound in FRR for some RTAs is the provision of fare free service. Some RTAs have made the local decision to operate fare free in some capacity which could include operating fare free systemwide, and/or targeting fare free services to certain days or time periods such as holiday seasons, or for defined ridership categories such as seniors. In addition to the use of Federal COVID Relief funds to support fare free programs, the RTAs have also utilized the \$2.5 million provided in the Commonwealth’s FY2023 budget to pilot means-tested, discounted or fare free transit programs. MassDOT approved funding for the 15 RTAs to operate fare free fixed route and ADA paratransit services for the 2022 holiday season, beginning the week of Thanksgiving and running through the new year. Branded as *Try Transit*, the program allowed riders to experience stress free travel during the holiday season, as well as supported local economies and employment. MassDOT’s evaluation of the Try Transit Fare Free Pilot Program demonstrated that the program did result in a ridership increase for over half of the RTAs. The Commonwealth’s FY2024 budget provides another \$15 Million to the RTAs to support fare free services, for which MassDOT will provide additional impact analysis upon the program’s conclusion.

Other post pandemic impacts on the financial picture for RTAs continued in FY2023, such as revenue losses due to reductions in own-source revenues generated through parking facility fees and increased operating and capital expenses. Drivers of increased operating costs included fuel, inflation and labor. Increased labor costs were due to higher wages and recruitment bonuses paid to attract workers in a

highly competitive labor market. These labor cost challenges are not exclusive to RTAs, as this is a situation that many industries are facing in the post-pandemic era.

To mitigate revenue losses and strengthen the RTAs' finances, the Commonwealth has continued to provide increases in State Contract Assistance (SCA) funding each fiscal year, including additional earmarked funding for the Fare Free Program. In FY2023, several RTAs were also continuing to use Federal COVID-19 relief funding balances to offset reduced fare revenues and cost increases. The federal Infrastructure Investment and Jobs Act (IIJA) has also provided additional federal formula dollars, as well as significant competitive grant opportunities to RTAs over the next five years to increase public transit investment and support COVID-19 recovery. In FY2023, four RTAs (BRTA, BAT, LRTA, and SRTA) were successful in securing \$31.3 million in FTA competitive discretionary resources to purchase battery electric and hybrid electric buses to replace older diesel vehicles which had reached their useful life benchmarks.

Conclusions

Throughout FY2023, the RTAs have successfully adapted and responded to community needs, delivered on their critical mission of providing essential transportation services to their regions, and steadily grown ridership back toward pre-pandemic levels. Significant increases in SCA and discretionary programs provided by the Commonwealth along with federal formula and discretionary IIJA funding will provide RTAs with additional financial resources. MassDOT and the RTAs will continue to maintain a strong focus on financial planning and closely monitor spending projections to mitigate any potential funding gaps.

In 2020, the RTAs completed an update of the Comprehensive Regional Transit Plans (CRTPs) or planning documents that review the current state of each RTA system, identify gaps in service or unmet needs, and provide a strategic vision for the next five years. Guided by these plans and performance data, the RTAs have redesigned routes to align with consumer needs, added customer service amenities like bus stop signs, extended the frequency and availability of services, and added new services like microtransit. RTAs have also continued to collaborate closely with local businesses, educational institutions, and other partners, including local Councils on Aging (COAs), to be responsive to customer demand, and have provided strong public outreach through marketing campaigns, improved websites, and savvy use of social media tools to provide timely information. Finally, many systems have also expanded fare payment options, including using mobile apps, to provide even greater flexibility to the rider and to implement state of good repair asset replacement strategies, taking advantage of increased state and federal capital assistance.

Of particular note, RTAs have continued to make progress in supporting the Commonwealth's carbon reduction goals by purchasing low or no emission vehicles to replace diesel powered vehicles, upgrading their maintenance facilities to include electric charging equipment, and adding solar heating and cooling. MassDOT also has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study which will assist each RTA in executing their carbon reduction implementation strategies. Transitioning to zero emission vehicles is capital intensive and must be tailored to each RTA's geographical and operating characteristics to be successful. The BEB Phase II Study will help each RTA execute strategies that best meet their unique needs while supporting Commonwealth climate change goals.

One ongoing challenge facing RTAs in FY2023 and the transit industry in general is workforce availability. Nationally, the transportation industry continues to face an aging workforce and a shortage of new applicants, an impact that has been felt by the RTAs, the MBTA and other transportation providers in Massachusetts. Transit agencies are still finding it challenging to recruit and retain workers, particularly for skilled or "trainable" bus driver positions and mechanics.³ Positions that require a Commercial Driver's License (CDL), whose acquisition requires considerable training, and maintenance technicians are the most difficult positions to fill. For seasonal systems, workforce availability has also been hampered by housing availability and associated costs, particularly on the Cape and the Islands.

Despite these challenges, RTAs have continued to implement creative strategies to retain and recruit workers. These strategies have included on-staff recruiters, signing and referral bonuses, paid training periods, and increased advertising, as well as changes to the wage and benefit structure for employees. Some systems have reported success by using streamlined web-based applications as a recruitment strategy. Industry recommendations for responding to this issue include working with community colleges, non-profit agencies, and technical schools to both develop and recruit employees, improving working conditions, schedules, training and onboarding practices, and streamlining the overall hiring process.⁴ RTAs will continue to closely monitor workforce shortage challenges through the foreseeable future, especially for impacts on service delivery and the introduction of new services.

In addition to the post-pandemic challenges related to workforce shortages, some uncertainty remains about the path to recovery in the public transit sector. The

³ TransitCenter. July, 2022. Bus Operators in Crisis: The Steady Deterioration of One of Transit's Most Essential Jobs, and How Agencies Can Turn Things Around. (https://www.transitworkforce.org/wp-content/uploads/2022/08/Bus-Operators-in-Crisis_RGB_Interactive-1.pdf)

⁴ American Public Transit Association (APTA) March 2023 Transit Workforce Shortage Synthesis Report [APTA-Workforce-Shortage-Synthesis-Report-03.2023.pdf](#)

pandemic accelerated trends toward remote or hybrid options for work and school, healthcare, shopping, and entertainment. As agencies move forward in the post-pandemic world, the FTA has provided the following guidance for opening, restoring, and expanding transit service.⁵ Key suggestions include:

- Focus service on key routes for essential workers and adjust service to support schedules of essential services and destinations such as medical facilities, grocery stores, etc.
- Provide alternative service in areas where regular service is not yet restored or to supplement fixed route transit service, such as flexible on-demand transit (e.g., microtransit).
- Implement service frequency adjustments to match demand and address capacity limits.

The flattening of traditional peak travel times related to increased flexibility in typical employment opportunities continues to provide a new opportunity for transit agencies to redesign their services in the wake of the pandemic. By adding additional service during what were formerly “off-peak” hours, including evenings and weekends, to provide a more consistent span of service that is geared to the every-day user rather than the weekday commuter, transit agencies can better serve riders making non-work-related trips.⁶ Agencies can also change their focus from commuter-oriented routes to more community-centric routes, providing residents with more frequent service and access to points of interest within their own communities.⁷

A notable transition to more flexible transit options which many RTAs have deployed is microtransit service. Microtransit fills the gap between traditional fixed routes, addressing the first mile/last mile problem, providing greater flexibility than demand-responsive services, connecting service to the larger transit network and improving transit service coverage. There is no “one-size-fits-all” approach to microtransit, as the service can be designed for specific communities or environments, making it an especially more cost-effective service delivery model for lower density areas. At the end of FY2023, all 15 RTAs are either operating or considering microtransit services for their communities.

RTAs continue to share and deploy best transit industry practices as they look to the future. In August 2021, the FTA published “America’s Open and Transit’s Open,” a

⁵ Federal Transit Administration. 2021. “COVID-19 Recovery Practices in Transit.”

(<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-10/TSO-COVID-19-Recovery-Practices-in-Transit-20210924-v9-2.pdf>)

⁶ OPMI Data Blog. “Just How “Peak” are (Pre-Pandemic) Peaks in Demand?” (<https://massdottracker.com/datablog/?p=1200>).

⁷ Community Transportation Association of America (CTAA). 2021. Public Transportation’s Response to the COVID-19 Pandemic and How It Shapes Transit’s Future. (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit_updated.pdf).

report covering best practices for pandemic recovery.⁸ One recommendation from the report is that providers perform system design reviews to ensure that transit is accessible to current and new riders. The FTA report also encouraged public transit agencies to leverage partnerships to develop innovative solutions for fare programs and trip bundling.

Both MassDOT and the RTAs value the performance management data and insights provided through the bilateral MOUs and are committed to ensuring that transit providers continue to focus on customer needs and adapting service to be more accessible and more appealing to a variety of riders. As the transit industry continues to evolve, RTAs recognize that data collection and analysis of key metrics is crucial. Ultimately, for the RTAs, future success depends on the provision of flexible, reliable, equitable, innovative, and community-centric transportation solutions, and data collection and analysis of key metrics continues to be critical to this effort.

⁸ The Federal Transit Administration. FTA America's Open and Transit's Open: Final Report. (<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

Table of Contents

- EXECUTIVE SUMMARY 2**
 - BACKGROUND..... 2
 - PERFORMANCE ANALYSIS & REPORTING..... 2
 - KEY PERFORMANCE RESULTS AND TAKEAWAYS ON RTA RIDERSHIP..... 5
 - KEY PERFORMANCE RESULTS AND TAKEAWAYS ON RTA FINANCES..... 8
 - CONCLUSIONS..... 10
- GLOSSARY 16**
- LEGISLATIVE DIRECTIVE 19**
- PERFORMANCE MANAGEMENT PROGRAM..... 23**
 - PERFORMANCE DATA COLLECTION..... 23
 - PERFORMANCE DATA ANALYSIS..... 23
 - PERFORMANCE DATA REPORTING 24
 - REPORT ORGANIZATION 25
 - ASSET MANAGEMENT DATA COLLECTION & REPORTING..... 27
 - SAFETY DATA COLLECTION & REPORTING..... 28
- TRENDS IN RTA RIDERSHIP AND FINANCES 30**
 - RIDERSHIP TRENDS..... 30
 - FINANCIAL TRENDS..... 33
 - CONCLUSIONS..... 34
- UNIVERSAL PERFORMANCE METRIC ANALYSIS..... 39**
 - UNLINKED PASSENGER TRIPS (UPT) 39
 - UPT / VEHICLE REVENUE MILE (VRM) 43
 - UPT / VEHICLE REVENUE HOUR (VRH)..... 47
 - ON-TIME PERFORMANCE (OTP)..... 50
 - SCHEDULED TRIPS OPERATED (STO) 54
 - FAREBOX RECOVERY RATIO (FRR)..... 57
 - OPERATING EXPENSES / VEHICLE REVENUE MILE (VRM) 60
 - OPERATING EXPENSES / VEHICLE REVENUE HOUR (VRH)..... 63
 - OPERATING EXPENSES / UNLINKED PASSENGER TRIPS (UPT) 66
- ASSET MANAGEMENT PERFORMANCE METRIC ANALYSIS 1**
 - ROLLING STOCK..... 1
 - EQUIPMENT..... 8
 - FACILITIES..... 10
- SAFETY PERFORMANCE METRIC ANALYSIS 13**
 - FATALITIES 13
 - INJURIES..... 14
 - SAFETY EVENTS..... 15

PREVENTABLE ACCIDENTS PER 100,000 VEHICLE REVENUE MILES (VRM).....	16
SUMMARY & NEXT STEPS	17
APPENDICES	20
APPENDIX A – RTA BACKGROUND INFORMATION	21
APPENDIX B – RTA PROFILES.....	25
BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA)	27
BROCKTON AREA TRANSIT AUTHORITY (BAT)	31
CAPE ANN TRANSPORTATION AUTHORITY (CATA)	35
CAPE COD REGIONAL TRANSIT AUTHORITY (CCRTA)	39
FRANKLIN REGIONAL TRANSIT AUTHORITY (FRTA).....	43
GREATER ATTLEBORO-TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA).....	46
LOWELL REGIONAL TRANSIT AUTHORITY (LRTA).....	49
MARTHA’S VINEYARD TRANSIT AUTHORITY (VTA).....	52
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MEVA).....	56
METROWEST REGIONAL TRANSIT AUTHORITY (MWRTA)	60
MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART)	64
NANTUCKET REGIONAL TRANSIT AUTHORITY (NRTA).....	66
PIONEER VALLEY TRANSIT AUTHORITY (PVTA)	69
SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA).....	73
WORCESTER REGIONAL TRANSIT AUTHORITY (WRTA)	77

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

Commuter bus (CB) = a type of fixed route transit service that primarily connects outlying areas with a central city and is characterized by a motorcoach (aka over-the-road-bus), multiple trip tickets, and multiple stops in outlying areas with limited stops in the central city

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

Demand taxi (DT) = a type of demand-based service that is operated through taxicab providers with a system in place to facilitate ride sharing; demand taxi services do not use dedicated vehicles

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 route⁹

LRTA = Lowell Regional Transit Authority

⁹ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

MBTA = Massachusetts Bay Transportation Authority

MART = Montachusett Regional Transit Authority

MassDOT = Massachusetts Department of Transportation

RTD = MassDOT's Rail & Transit Division

MeVa = Merrimack Valley Regional Transit Authority (previously MVRTA)

MWRTA = MetroWest Regional Transit Authority

NRTA = Nantucket Regional Transit Authority

NTD = National Transit Database

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 Laws¹⁰

SRTA = Southeastern Regional Transit Authority

STIP = Statewide Transportation Improvement Program

STO = scheduled trips operated; the percentage of trips that were successfully operated once scheduled

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 condition¹¹

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 environment¹²

¹⁰ The 191st General Court of the Commonwealth of Massachusetts

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

¹¹ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

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

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 destination¹³

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 services¹⁴

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 services¹⁵

VTA = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

¹³ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

¹⁴ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

¹⁵ 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 2024 Budget Chapter 28 of the Acts of 2023, Outside Section 99. The ACT states that:

- The department may require each regional transit authority to provide data on ridership, customer service and satisfaction, asset management and financial performance, including farebox recovery, and shall compile any such collected data into a report on the performance of regional transit authorities and detail each authority's progress towards meeting the performance metrics established in each memorandum of understanding.

Since 2020, MassDOT and each of the 15 Regional Transit Authorities (RTA) have negotiated and executed three two-year term bilateral Memoranda of Understanding (MOU) for the periods of FY2020–FY2021, FY2022–FY2023, and FY24–FY25. This report presents performance results for FY2023, which is governed by the terms of the FY2022–23 MOU.

The MassDOT–RTA MOUs are based on a system of performance metrics established by MassDOT, and incorporate Performance Targets most relevant to each RTA's system in the categories of Ridership, Customer Service and Satisfaction, Asset Management, and Financial Performance, including Farebox Recovery. The MOUs are not punitive and thus do not impose penalties for not meeting metrics and targets. MassDOT and the RTAs have agreed to measure the MOU metrics against the RTA established baselines, including agreed upon timelines for implementation.

The Commonwealth provides the RTAs with state operating funds called State Contract Assistance (SCA), which is passed through MassDOT RTD each budget cycle. In addition to the distribution of SCA based on an agreed-to allocation formula, MassDOT RTD oversees and collaborates with its RTA partners using innovative business processes to maximize investment and provide the highest levels of accountability and impact. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs can ensure that SCA is spent advancing the goals and targets established by each system.

The MassDOT–RTA MOUs have encouraged data-driven decision making and agency transparency to the public, which is particularly relevant as the RTAs work to rebuild public transit ridership in the post COVID-19 pandemic era, and identify services that meet evolving rider preferences. The MOUs have been valuable in identifying best practices and innovative solutions to challenges facing the RTAs.

Memoranda of Understanding

Since 2020, MassDOT and each of the 15 RTAs have negotiated three two-year term bilateral Memoranda of Understanding (MOU) for RTA performance management. These MOUs have covered the FY2020–FY2021, FY2022–FY2023 and FY24–FY25 time periods. During negotiations, the RTAs provided feedback for continuous improvement in the performance management process including the need to reduce duplicative reporting, increase standardization, and improve efficiencies in data collection. In addition to alleviating RTA concerns, MassDOT RTD has used the negotiation process to enhance collaboration with the RTAs.

This report provides performance results for FY2023 which is governed by the terms of the FY2022–23 MOU. The final agreement for the FY2022–FY2023 MOU included standardized performance metric collection, the additional collection of transit safety data, financial planning documentation, and an extension of agreed upon reporting deadlines to better allow for RTAs to collect and review data prior to submission. Each MOU generally adheres to the principles below:

- Performance metrics in the four key areas of ridership, customer service & satisfaction, asset management, and financial performance, as well as the key area of safety (Table 3). Data collected includes, but is not limited to:
 - a subset of metrics already reported annually to the National Transit Database (NTD)¹⁶,
 - each RTA’s Transit Asset Management (TAM) plan targets, and
 - each RTA’s NTD Safety & Security reports, if applicable.
- Annually reported metrics on external partnerships, fleet composition and system-specific metrics that highlight key initiatives or system-identified performance indicators (Table 4).
- Mutually agreed upon baselines, interim milestones, and targets for each performance metric.

<i>Category</i>	<i>Performance Metrics</i>
<i>Ridership</i>	Unlinked passenger trips (UPT)
	UPT/Vehicle revenue mile (VRM)
	UPT/Vehicle revenue hour (VRH)
	On-time performance (OTP)

¹⁶ As stated on the National Transit Database website [<https://www.transit.dot.gov/ntd>], the NTD is a “...repository of data about the financial, operating and asset conditions of American transit systems. The NTD records the financial, operating, and asset condition of transit systems helping to keep track of the industry and provide public information and statistics. The NTD is designed to support local, state and regional planning efforts and help governments and other decision-makers make multi-year comparisons and perform trend analyses.”

<i>Customer Service & Satisfaction</i>	Scheduled trips operated (STO)
<i>Asset Management¹</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</i>	Farebox recovery ratio (FRR)
	Operating expenses/VRM
	Operating expenses/VRH
<i>Safety²</i>	Operating expenses/UPT
	FTA reportable major and non-major event data (events, injuries and fatalities) OR Preventable accidents per 100,000 miles

Table 3. List of Performance Metrics agreed to by all RTAs.

¹For the asset management category, each RTA is to report whether they achieved or did not achieve their TAM plan targets.

²For the safety category, each RTA that is subject to the NTD Safety & Security reporting requirement is to provide all reportable data. If the RTA is not subject to the requirement, that RTA is to report preventable accident data.

<i>Metric</i>	<i>Definition</i>
<i>External Partnerships</i>	Number of partnerships with private or other public entities, such as relationships with local businesses, public universities, another public authority, Councils on Aging (COAs), or non-profit organizations
<i>Fleet Composition</i>	Percentage of overall RTA fleet composition based on fuel type; fuel types included in this metric include Electric, Hybrid Electric, Compressed Natural Gas (CNG), Diesel, and Gasoline
<i>RTA Choice Metric Tied to CRTP</i>	A metric or initiative that is based on a recommendation from the RTA's recently completed Comprehensive Regional Transit Plan (CRTP)
<i>RTA Choice Metric</i>	A metric of the RTA's choosing that is relevant to each system's goals or priorities (replaces the previous "Stretch Goal" performance category included in the FY20-FY2021 MOUs)

Table 4. List of Annually Reported Performance Metrics.

The target setting process for the FY2022-FY2023 MOU consisted of annual targets in FY2022 and FY2023 for the financial and asset management categories, and a two-year target (FY2023) with an interim milestone (FY2022) for the ridership and customer service categories. Annually reported metrics consist of annual targets for FY2022 and FY2023.

Due to the impact of the COVID-19 pandemic on RTA performance, a new baseline methodology was identified for the FY2022-23 term, rather than utilizing the realized performance from the FY20-FY2021 MOU cycle. It was understood that setting performance targets based on pre-pandemic performance (FY2019) would be unrealistic. As such, the RTAs were directed to use the realized performance from the first six months of FY2021 for target setting purposes. A second baseline of FY2019 performance, known as the “recovery” baseline, is used to monitor RTA progress in returning to pre-pandemic levels.

Over the course of the two-year term, the RTAs provided quarterly reports to MassDOT RTD containing monthly data on progress in meeting the performance targets in their MOUs. Each quarterly report was required to be submitted 60 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 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 identify seasonal variations in the data. The raw monthly data is used to calculate year-to-date (YTD) actual values, which is compared against the identified target values by calculating the percent difference between the actual and target value, as detailed in Table 5.

*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 toward a target
% variance from milestone/target	Reported as a ratio or a percentage	<ul style="list-style-type: none"> - UPT / Vehicle Revenue Hours (VRH) - UPT / Vehicle Revenue Miles (VRM) - Operating Expense / VRH - Operating Expense / VRM - Operating Expense / UPT - Farebox Recovery Ratio - On-Time Performance Ratio - Scheduled Trips Operated 	Examines whether progress is trending higher or lower than a target

Table 5. An overview of the percent change calculations used to track RTA progress.

Performance Data Reporting

All analyses have been compiled into this progress report, which covers the data collected for FY2023, or year two, of the FY2022–23 bilaterally negotiated MOUs. The performance management analysis and reporting process is summarized in Figure 6.

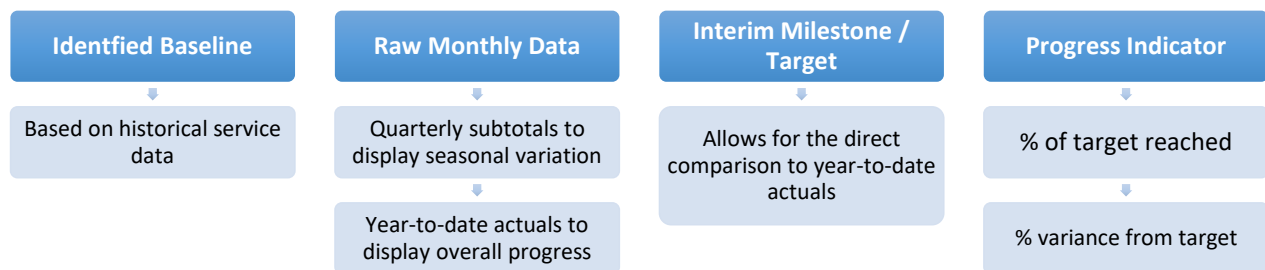


Figure 6. Performance target reporting and data analysis process.

For the Ridership and Customer Service & Satisfaction metric categories, the data has been summarized to display the monthly raw data, the quarterly subtotals, and the YTD actuals. For the Financial Performance metric category, the data has been summarized to display only the YTD actual. Due to the accrual-based accounting method used by all transit agencies that report data to NTD, all expenses and income are reported in the month they are incurred or received. This can result in variability from month-to-month, especially for systems that allow for bulk purchase of fare media by partnering organizations. The YTD actual provides a “normalized” representation of each RTA’s progress towards achieving the financial metric targets. Monthly data and/or quarterly subtotals can be provided upon request.

This report also includes a simple analysis of the Asset Management and Safety metric categories, the data for which was collected in mid-November 2023, after the RTAs submit their NTD reported TAM Plan asset inventory data. The asset management and safety data are, respectively, discussed in greater detail in the “Asset Management Data Collection & Reporting” and “Safety Data Collection & Reporting” subsections.

Report Organization

This report organizes the agreed upon metrics into two main categories: (1) key performance metrics and (2) annually reported metrics.

The key performance metrics are common performance indicators frequently used by the transit industry to determine the health and vitality of a transit system. These metrics are trackable over time and use data that is widely available to transit agencies.^{17 18} Use of these metrics allows for comparisons and analyses to identify best practices and policies across the RTAs, enhancing peer learning across the Commonwealth. Trends can be better understood, both individually and statewide, and can point to which policies or initiatives helped increase ridership, reduced costs, and/or increased customer satisfaction. The *Performance Metric Analysis* section is organized in tables by metric and mode of operation (Fixed Route, Demand Response, Demand Taxi and Commuter Bus). Definitions of each metric are also provided, as well as graphical representations of average RTA performance in relation to the identified targets. Summary text is also included to highlight the key takeaways on overall RTA performance. Color-coded formatting of the value comparisons provides an easy reference for determining whether an RTA has met an identified target (Table).

Table 6. Color coded formatting used for the performance metric analysis.

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)	↑	↓
Scheduled Trips Operated (STO)	↑	↓
Operating Expense per Vehicle Revenue Mile (OPEX / VRM)	↓	↑
Operating Expense per Vehicle Revenue Mile (OPEX / VRH)	↓	↑
Operating Expense per Unlinked Passenger Trip (OPEX / UPT)	↓	↑

On an individual basis, the annually reported metrics enable each RTA to tell their story through specific goals and values. By comparing an RTA’s progress to a self-identified target, each authority’s

¹⁷ International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

¹¹¹⁸Jenks, 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.

performance is directly tied to agency defined goals and to customer satisfaction.¹⁹

²⁰ Each agency's annual reported metrics are included in *Appendix B – RTA Profiles*. The additional performance metric data has been organized in a similar manner to the universal performance metrics.

¹²¹⁹International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

¹³²⁰Jenks, 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.

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 6).²¹ 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.²² 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 “critically damaged or in need of immediate repair [and/or is] well past useful life” and 5.0 representing a facility that has “no visible defects [and/or is in] new or near new condition.”²³

Asset Category	FTA Established Performance Target
<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

Table 6. FTA established performance target definitions by asset category.

Of the 15 RTAs, 14 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.²⁴ These 14 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 101 revenue vehicles²⁵. FRTA did not develop its 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 only include FRTA’s assets.

²¹ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

²² Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

²³ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

²⁴ Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/Tier-I-II_workflow)

²⁵ Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/Tier-I-II_workflow)

As required by the MOU, each RTA reports 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 *Performance Metric Analysis*, color-coded formatting provides easy reference for determining whether an RTA has met a TAM Plan identified target.

It is important to note 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 performance data is subject to change before publication by NTD.

Safety Data Collection & Reporting

Under the FTA's Public Transportation Agency Safety Plan (PTASP) Final Rule, certain public transportation operators are required to develop a safety plan that includes processes and procedures to implement a Safety Management System (SMS) and safety performance targets.²⁶ The rule applies to all agencies who are recipients or sub-recipients of Section 5307 Urbanized Area Formula Program funds, and does not apply to those who receive only Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Formula Program funds and/or Section 5311 Rural Area Formula Program funds.²⁷ For the RTAs, the PTASP rule applies to 12 out of the 15 systems. Each agency uses the PTASP as a guide for proactive safety policy and as a comprehensive approach to safety management. The plans are reviewed, and updated if needed, on an annual basis.

Each PTASP must include safety performance measures for the categories of fatalities, injuries, and safety events. Targets are developed for both the raw number of instances of each category and as a rate per 1,000,000 vehicle revenue miles (VRM). For the twelve Section 5037 recipient RTAs, safety data is reported to the NTD through the Safety & Security (S&S) Module. Major events are reported to the NTD no later than 30 days after the date of the event and are aggregated based on a calendar year.²⁸

²⁶ Federal Transit Administration. "Public Transportation Agency Safety Plans." (<https://www.transit.dot.gov/PTASP>)

²⁷ Federal Transit Administration. "Public Transportation Agency Safety Plans." (<https://www.transit.dot.gov/PTASP>)

²⁸ FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual.

(https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

As required by the MOU, each RTA provides MassDOT with any reports submitted to FTA as part of the PTASP rule. As such, each of the twelve systems subject to this rule submit a copy of their S&S reports. The data is collected on a calendar year, then aggregated and included in the *Safety Performance Metric Analysis* section of this progress report. The aggregated data includes the target for the calendar year, the actual performance, and the resulting difference for each performance measure category by mode. In a similar manner to the *Performance Metric Analysis*, color-coded formatting provides easy reference for determining whether an RTA has met a PTASP identified target.

For the three Section 5311 recipient RTAs that are not subject to the PTASP rule, MassDOT required that an additional target for preventable accidents per 100,000 VRM be included in the MOU. This is a historically collected performance metric that provides a simplified, but comprehensive, measure of safety events. This data is reported through the same methodology as the performance data described in the *Performance Data Collection* section, collected on a fiscal year, and is aggregated and included in the *Safety Performance Metric Analysis* section of this progress report. The aggregated data includes the baseline, the target for the fiscal year, the actual performance, and the percent variation for each mode. Again, color-coded formatting provides easy reference for determining whether an RTA has met an identified target.

Trends in RTA Ridership and Finances

Ridership Trends

As discussed in the MassDOT FY2022 RTA Performance Progress Report to the Legislature, although negatively impacted by the pandemic, RTA ridership has continued to demonstrate a steady upward recovery trend that has continued through FY2023 (Figure 7).

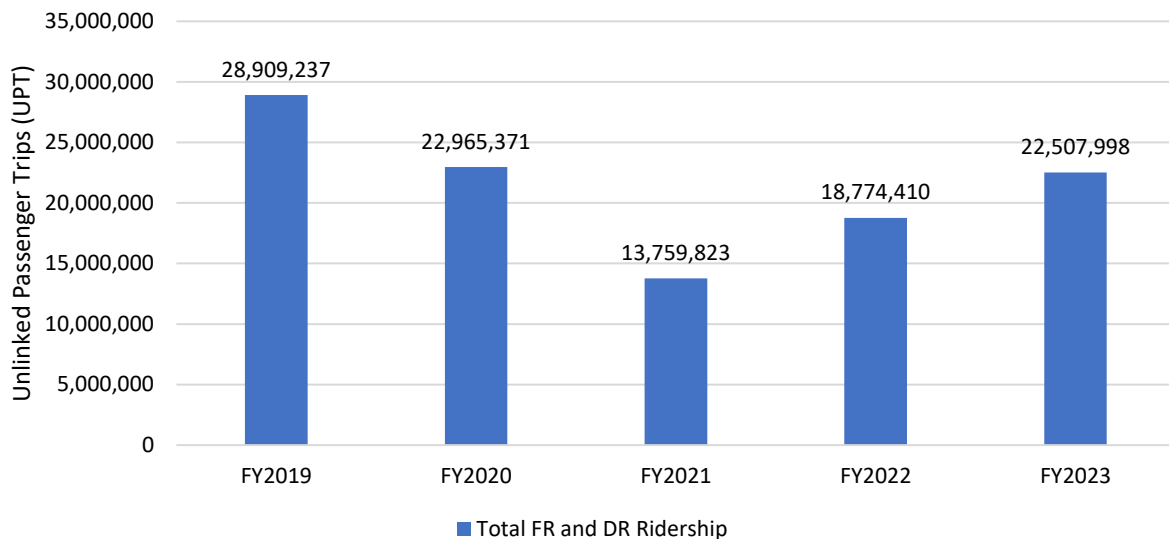


Figure 7. Systemwide annual totals from FY2019 to FY2023 displaying the rebound trend in RTA ridership.

In FY2023, RTAs proactively continued to take many steps to support ridership recovery. These actions included:

- Redesign of routes,
- Addition/continuation of flexible services like microtransit,
- Offering fare free services,
- Addition of customer amenities like bus stops,
- Close collaboration with stakeholders to develop/strengthen partnerships,
- Increase in service frequency and/or span of service,
- Strengthening of social media presence,
- Use of real time data to inform operating decisions, and
- Capital procurements, particularly for low or no-emission vehicles to replace diesel fueled vehicles.

Of note, BRTA, MeVa, and WRTA exceeded pre-pandemic (FY2019) ridership levels in their systems. Several RTAs came close to recovering to FY2019 levels, while others continued to experience significant workforce impacts such as hiring and

onboarding challenges and attrition which have limited the provision of their full level of services and constrained ridership growth.

others continued to experience workforce shortages which limited the provision of their full level of services thus restraining ridership growth.

Error! Reference source not found. displays the percent change in annual modal RTA ridership relative to the pre-pandemic-levels in FY2019. At its lowest point at the start of the pandemic, RTA fixed route and demand response ridership dropped to -76.98% and -77.96% of FY2019 ridership levels, respectively. At the close of FY2023, the percentage drop in ridership for fixed route and demand response had rebounded to -8% and -24%, respectively.

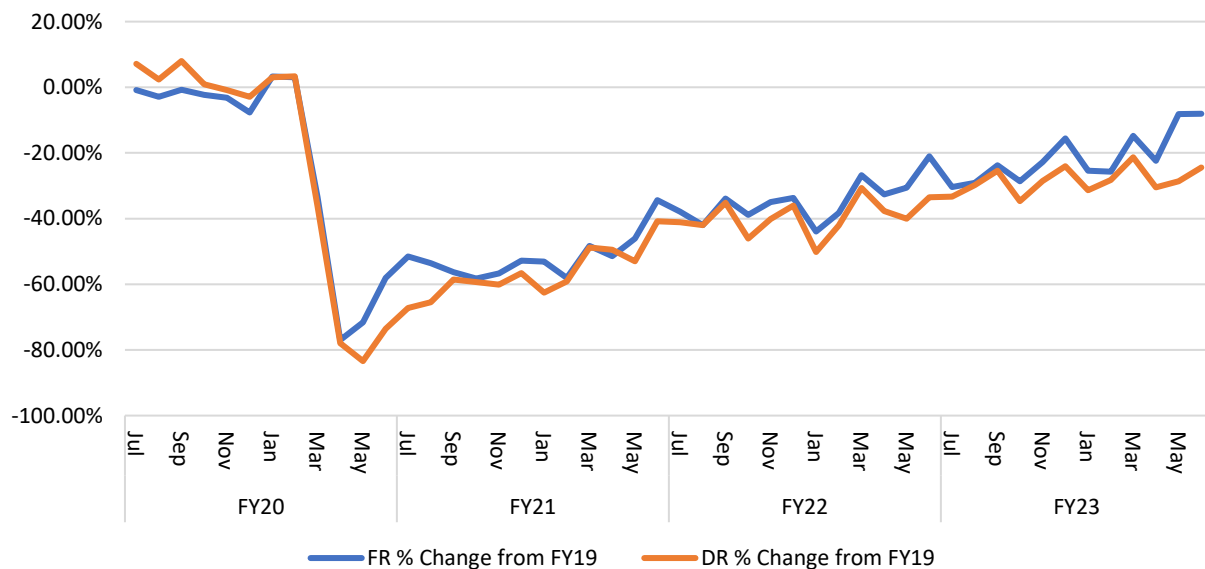


Figure 8. Percent change in FY2020-FY2023 annual modal RTA ridership relative to pre-pandemic levels.

Figure 9 and Figure 10 display the RTAs success in reaching their ridership targets in FY2023. Though the COVID-19 pandemic continued to impact RTA ridership in FY2023 as compared to pre-pandemic numbers, RTAs had much better success in reaching their ridership targets by the close of the fiscal year, mirroring the performance seen in FY2022. Ten out of 15 systems exceeded their fixed route target, while twelve out of 15 exceeded their demand response target. The demand response mode far exceeded RTA expectations, with RTAs on average meeting their target between January and February. On average per month, the RTAs gained 9.73% in fixed route ridership and 13.48% in demand response ridership. At the close of FY2023, the RTAs

had accumulated on average of 116.81% and 159.43% of their fixed route and demand response targets, respectively.

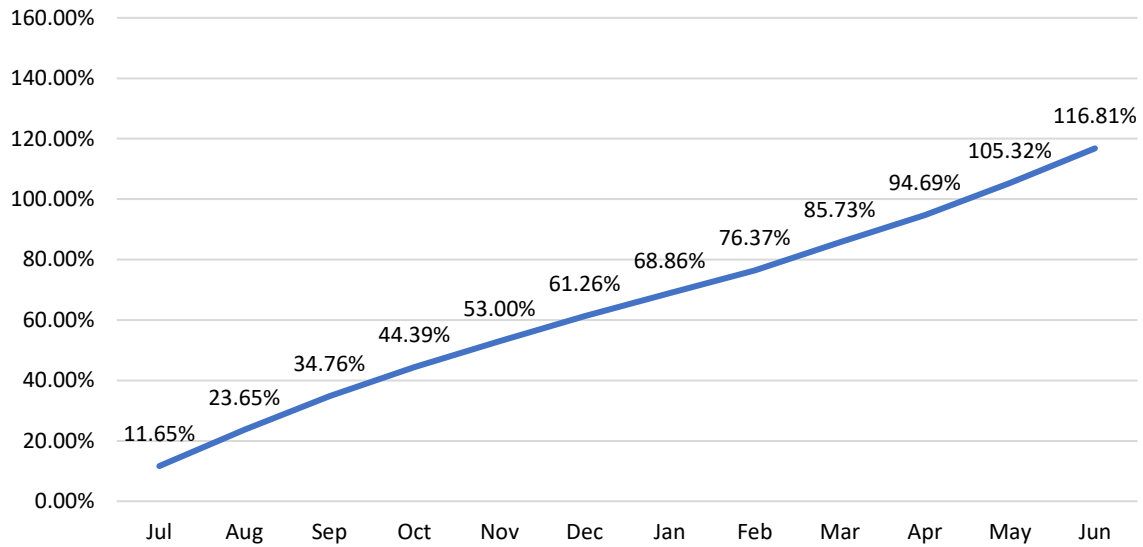


Figure 9. Average distance from target (percent accumulation) for fixed route ridership in FY2023.

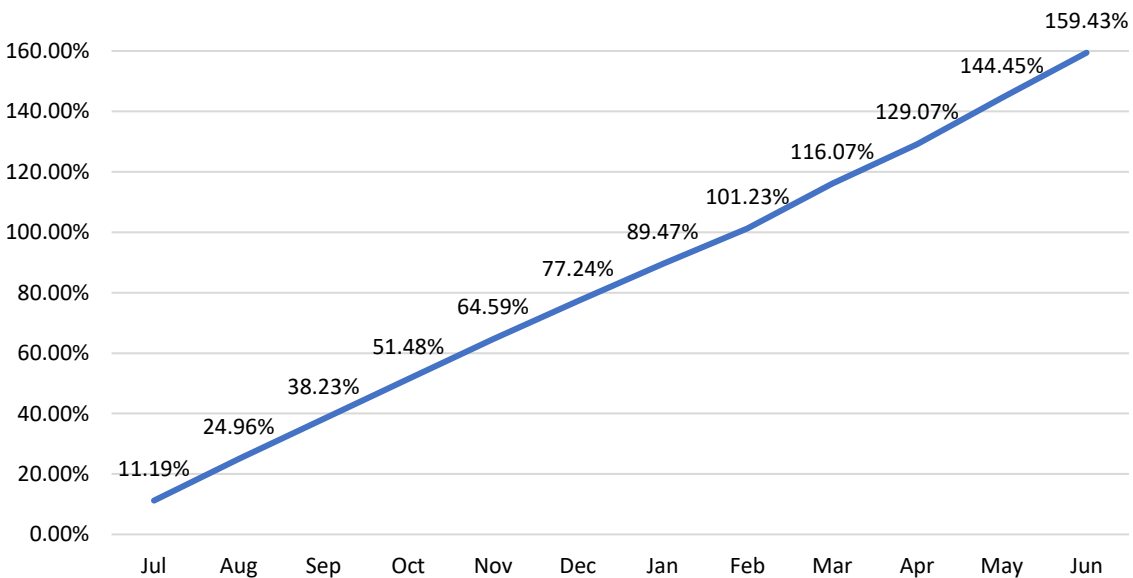


Figure 10. Average distance from target (percent accumulation) for demand response ridership in FY2023.

Throughout the pandemic and in its aftermath, for “durable” riders, (generally riders who use transit services to travel to and from essential workplaces and those who do not own a car) public transit in the 15 RTA service areas has continued to remain an important and essential transportation option. This durable ridership trend is a

positive sign for RTAs as they continue to make progress in recovering to pre-pandemic ridership levels. Other important ridership drivers for RTAs have included local colleges and universities and summer tourism, particularly for popular tourist destinations like Cape Cod and the Islands. The return to in-person education schedules has also continued to contribute to the rebound in RTA ridership, as have route redesign, increased frequency and extended hours, strengthened stakeholder partnerships, and fare free service.

Financial Trends

Like ridership, RTA revenues were significantly disrupted by the initial stages of the COVID-19 pandemic. In FY2023, RTAs averaged a 7.73% recovery of operating expenses by fare revenues for fixed route, and a 7.50% recovery for demand response, which is on trend with FY2022 (Figure 11Figure 1). Although farebox recovery ratios (FRR) have recovered somewhat from early pandemic levels, they are still below pre-pandemic levels, as RTAs averaged a 16.0% recovery for fixed route, and a 10.2% recovery for demand response in FY2019.

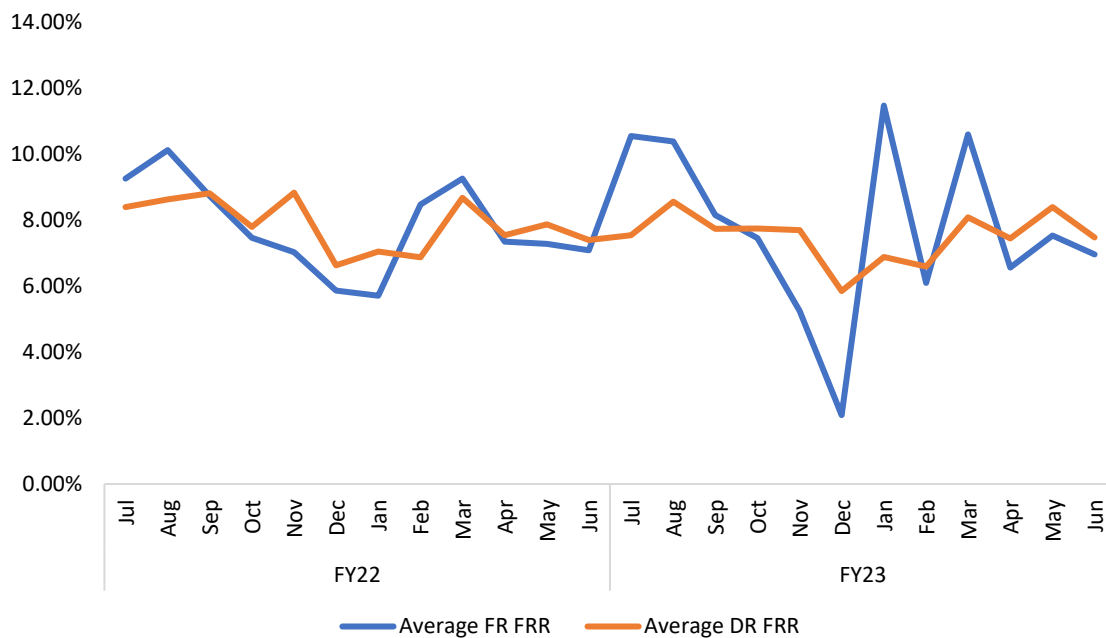


Figure 11. RTA Average Fixed Route & Demand Response FY2022-FY2023 FRR.

Contributing factors to a slower rebound in FRR for some RTAs is the provision of fare free service. Some RTAs have made the local decision to operate fare free in some capacity which could include operating fare free systemwide, and/or targeting fare free services to certain days or time periods such as holiday seasons, or for defined ridership categories such as seniors. In addition to Federal COVID Relief funds to

support fare free programs, the RTAs have also utilized the \$2.5 million provided in the Commonwealth's FY2023 budget to pilot means-tested, discounted or fare free transit programs. MassDOT approved funding for the 15 RTAs to operate fare free fixed route and ADA paratransit services for the 2022 holiday season, beginning the week of Thanksgiving and running through the new year. Branded as *Try Transit*, the program allowed riders to experience stress free travel during the holiday season, as well as support local economies and employment. MassDOT's evaluation of the Try Transit Fare Free Pilot Program demonstrated that the program did result in a ridership increase for over half of the RTAs. The Commonwealth's FY2024 budget provides another \$15 Million to the RTAs to support fare free services, for which MassDOT will provide additional analysis of the impacts of this program upon its conclusion.

Other post pandemic impacts on the financial picture for RTAs continued in FY2023, such as revenue losses due to reductions in own-source revenues generated through parking facility fees and increased operating and capital expenses. Drivers of increased operating costs included fuel, inflation and labor. Increased labor costs were due to higher wages and recruitment bonuses paid to attract workers in a highly competitive labor market. These labor cost challenges are not exclusive to RTAs, as this is a situation that many industries are facing in the post-pandemic era.

To mitigate revenue losses and strengthen the RTAs' finances, the Commonwealth has continued to provide increases in State Contract Assistance (SCA) funding each fiscal year, including additional earmarked funding for the Fare Free Program. In FY2023, several RTAs continued to use Federal COVID-19 relief funding balances to offset reduced fare revenues and cost increases. The Infrastructure Investment and Jobs Act (IIJA) has also provided additional federal formula dollars, as well as significant competitive grant opportunities to RTAs over the next five years to increase public transit investment and support COVID-19 recovery. In FY2023, four RTAs (BRTA, BAT, LRTA, and SRTA) were also successful in securing \$31.3 million in FTA competitive discretionary resources to purchase battery electric and hybrid electric buses to replace older diesel vehicles that have reached their useful life.

Conclusions

Through FY2023, the RTAs have successfully adapted and responded to community needs, delivered on their critical mission of providing essential transportation services to their regions, and steadily grown ridership back toward pre-pandemic levels. Significant increases in SCA and discretionary programs provided by the Commonwealth, along with federal formula and discretionary IIJA funding, continue to provide RTAs with additional financial resources. MassDOT and the RTAs will

continue to maintain a strong focus on financial planning and closely monitor spending projections to mitigate any potential funding gaps.

In 2020, the RTAs completed an update of the Comprehensive Regional Transit Plans (CRTPs) or planning documents that review the current state of each RTA system, identify gaps in service or unmet needs, and provide a strategic vision for the next five years. Guided by these plans and performance data, the RTAs have redesigned routes to align with consumer needs, added customer service amenities like bus stop signs, extended the frequency and span of services, and added new services like microtransit. RTAs have also continued to collaborate closely with local businesses, educational institutions, and other stakeholders and partners, including local Councils on Aging (COAs), to be responsive to customer demand. In addition, RTAs have continued to provide strong public outreach through marketing campaigns, improved websites, and savvy use of social media tools to provide timely information. Finally, many systems have also expanded fare payment options, including using mobile apps, to provide even greater flexibility to the rider and have continued to implement state of good repair asset replacement strategies, taking advantage of increased state and federal capital assistance.

Of particular note, RTAs have continued to make progress in supporting the Commonwealth's carbon reduction goals by planning for the conversion of their fleets to electric and low emission vehicles, upgrading their maintenance facilities to include electric charging equipment, and adding solar heating and cooling. MassDOT also has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study, which will support each RTA in executing their carbon reduction implementation strategies. Transitioning to zero emission vehicles is capital intensive and must be tailored to each RTA's geographical and operating characteristics to be successful. The BEB Phase II Study will help each RTA execute strategies that best meet their unique needs while supporting Commonwealth climate change goals.

One ongoing challenge facing RTAs in FY2023 and the transit industry in general is workforce availability. Nationally, the transportation industry continues to face an aging workforce and a shortage of new applicants, an impact that has been felt by the RTAs, the MBTA and other transportation providers in Massachusetts. Transit agencies are still finding it challenging to recruit and retain workers, particularly for skilled or "trainable" bus driver positions and mechanics.²⁹ Positions that require a Commercial Driver's License (CDL), whose acquisition requires considerable training, and maintenance technicians are proving to be the most difficult positions to fill. For

²⁹ TransitCenter. July, 2022. Bus Operators in Crisis: The Steady Deterioration of One of Transit's Most Essential Jobs, and How Agencies Can Turn Things Around. (https://www.transitworkforce.org/wp-content/uploads/2022/08/Bus-Operators-in-Crisis_RGB_Interactive-1.pdf)

seasonal systems, workforce availability has also been hampered by housing availability and associated costs.

Despite these challenges, RTAs have continued to implement creative strategies to retain and recruit workers. These strategies have included the use of techniques such as on-staff recruiters, signing and referral bonuses, paid training periods, and increased advertising, as well as changes to the wage and benefit structure for employees. Some systems have reported success by using streamlined web-based applications as a recruitment strategy. Industry recommendations for responding to this issue include working with community colleges, non-profit agencies, and technical schools to both develop and recruit employees, improving working conditions, schedules, training and onboarding practices, and streamlining the overall hiring process.³⁰ RTAs will continue to closely monitor workforce shortage challenges through the foreseeable future, especially for impacts on service delivery and the introduction of new services.

In addition to the post-pandemic challenges related to workforce shortages, there remains uncertainty about the path to recovery in the public transit sector. The pandemic accelerated trends toward remote or hybrid options for work and school, healthcare, shopping, and entertainment. As agencies continue to move forward in the post-pandemic world, the FTA has provided the following guidance for opening, restoring, and expanding transit service.³¹

- Focus service on key routes for essential workers and adjust service to support schedules of essential services.
- Provide alternative service in areas where regular service is not yet restored or to supplement fixed route transit service, such as flexible on-demand transit (e.g., microtransit).
- Implement service frequency adjustments to match demand and address capacity limits.
- Take advantage of lower ridership and reduced service to expedite or expand maintenance, construction, and capital projects.
- Restore confidence in the safety of transit service by communicating steps taken to ensure the safe restoration of service, particularly focusing on cleaning and disinfecting, face coverings, social distancing, service changes and contactless fare payment.

³⁰ American Public Transit Association (APTA) March 2023 Transit Workforce Shortage Synthesis Report [APTA-Workforce-Shortage-Synthesis-Report-03.2023.pdf](#)

³¹ Federal Transit Administration. 2021. "COVID-19 Recovery Practices in Transit." (<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-10/TSO-COVID-19-Recovery-Practices-in-Transit-20210924-v9-2.pdf>)

- Survey customers on their current transportation patterns and modes, as well as their future transportation plans, COVID-19 concerns, and overall customer experience.

One post-pandemic trend that still continues—the flattening of traditional peak travel times related to increased flexibility in typical employment opportunities—provides an opportunity for RTAs to continue to redesign their services in the wake of the pandemic. By adding additional service during off-peak hours, including evenings and weekends, to provide a more consistent span of service that is geared to the every-day user rather than the weekday commuter, transit agencies can better serve riders making non-work-related trips.³² Agencies can also change their focus from commuter-oriented routes to more community-centric routes, providing residents with more frequent service and access to points of interest within their own community.³³ In theory, this movement away from traditional commuter-based service models could entice new ridership, and also reduce operating costs associated with split shifts to cover the morning and evening peaks, and appeal to potential employees looking for more conventional work hours.

A notable transition to more flexible transit options which many RTAs have deployed is microtransit service. Microtransit fills the gap between traditional fixed routes, addressing the first mile/last mile problem, providing greater flexibility than demand-responsive services, connecting service to the larger transit network and improving transit service coverage. There is no “one-size-fits-all” approach to microtransit, as the service can be designed for specific communities or environments, making it an especially more cost-effective service delivery model for lower density areas. At the conclusion of FY2023, all 15 RTAs are either operating or considering microtransit services for their communities.

RTAs continue to share and deploy best transit industry practices as they look to the future. In August 2021, the FTA published “America’s Open and Transit’s Open,” a report covering best practices for pandemic recovery.³⁴ One recommendation from the report is that providers perform system design reviews to ensure that transit is accessible to current and new riders. Other resources had similar suggestions, including bolstering service to neighborhoods with already high public transit use, measuring community access to destinations, and focusing on core services like accessibility, frequency, and reliability. The FTA report also encouraged public transit agencies to leverage partnerships to develop innovative solutions for fare programs

³² OPMI Data Blog. “Just How “Peak” are (Pre-Pandemic) Peaks in Demand?” (<https://massdottracker.com/datablog/?p=1200>).

³³ Community Transportation Association of America (CTAA). 2021. Public Transportation’s Response to the COVID-19 Pandemic and How It Shapes Transit’s Future. (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit_updated.pdf).

³⁴ The Federal Transit Administration. FTA America's Open and Transit's Open: Final Report. (<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

and trip bundling. Similarly, other sources suggested that providers work with organizations creating digital technologies and implementing data-driven planning and operations.

Both MassDOT and the RTAs value the performance management data and insights provided through the bilateral MOUs and are committed to ensuring that transit service continues to work towards recovery, focusing on responding to customer needs and adapting service to be more accessible and more appealing to a variety of riders. As the transit industry continues to evolve post-pandemic, RTAs recognize that data collection and analysis of key metrics will be crucial. Ultimately, for the RTAs, future success will depend on the provision of flexible, reliable, equitable, innovative, and community-centric transportation solutions, and data collection and analysis of key metrics will continue to be critical to this effort.

Universal Performance Metric Analysis

Unlinked Passenger Trips (UPT)

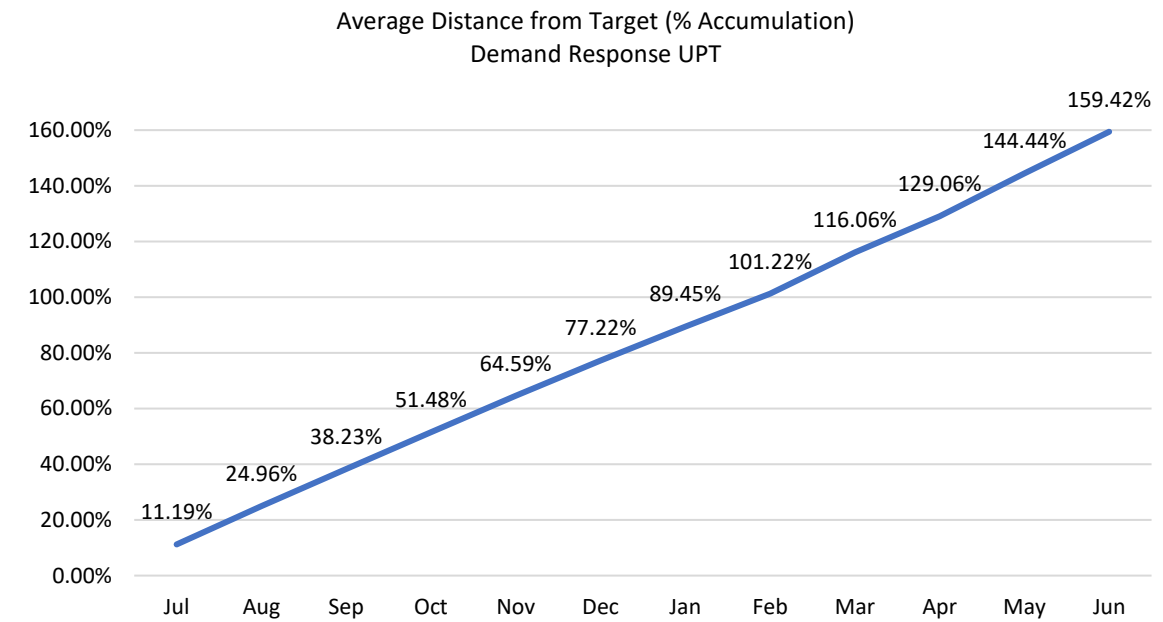
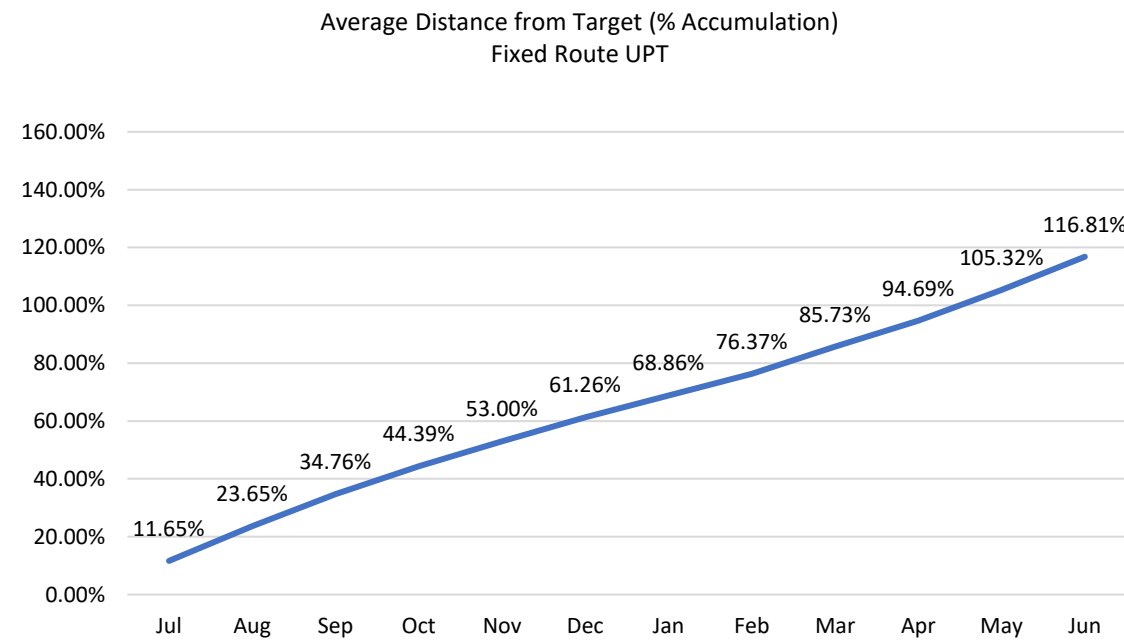
Unlinked Passenger Trips (UPT): this metric represents the total passenger boardings across an agency's operations, no matter how many vehicles the person may have used to travel from origin to destination. UPT is critical to understanding ridership trends and travel demand. Because the target value 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 blue**, and those UPT values that were calculated to be **more than 100% of the target value were formatted in green**.

FY2023 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	602,618	134,700	146,158	131,628	412,486	150,276	147,220	153,685	451,181	135,638	130,861	155,958	422,457	156,249	155,338	150,425	462,012	1,748,136	1,413,772	123.65%
BRTA	162,542	37,746	41,359	39,311	118,416	40,506	38,566	43,516	122,588	37,319	36,959	41,475	115,753	40,700	44,374	44,185	129,259	486,016	492,313	98.72%
CATA	68,541	10,667	8,974	11,063	30,704	9,686	8,270	8,893	26,849	9,409	8,363	12,151	29,923	9,932	12,780	8,581	31,293	118,769	103,000	115.31%
CCRTA	440,278	76,950	77,933	55,908	210,791	41,423	39,259	36,124	116,806	25,555	28,045	36,437	90,037	33,886	45,450	59,229	138,565	556,199	622,374	89.37%
FRTA	33,046	6,808	7,100	13,580	27,488	7,881	7,851	6,426	22,158	6,723	7,743	9,266	23,732	7,761	7,913	7,257	22,931	96,309	125,539	76.72%
GATRA	358,565	32,487	34,049	41,112	107,648	39,750	38,506	38,025	116,281	36,957	31,655	40,208	108,820	36,816	42,937	38,963	118,716	451,465	611,633	73.81%
LRTA	259,717	40,559	42,020	42,020	124,599	67,935	63,553	62,905	194,393	60,478	54,879	73,044	188,401	63,908	73,986	62,498	200,392	707,785	552,405	128.13%
MART	127,580	28,072	31,160	36,177	95,409	30,490	27,855	21,286	79,631	24,412	24,531	30,163	79,106	29,496	31,498	27,119	88,113	342,259	429,908	79.61%
MeVa	449,863	125,073	135,578	145,759	406,410	148,694	144,948	136,508	430,150	131,370	125,042	166,564	422,976	151,875	190,571	190,308	532,754	1,792,290	1,039,184	172.47%
MWRTA	103,098	16,726	18,635	35,070	70,431	35,654	33,675	27,051	96,380	24,244	27,050	29,233	80,527	29,233	26,433	23,231	78,897	326,235	322,181	101.26%
NRTA	86,807	64,614	60,208	28,016	152,838	10,541	5,597	4,746	20,884	3,362	3,425	4,061	10,848	6,731	15,106	35,435	57,272	241,842	175,000	138.20%
PVTA	3,827,000	354,008	413,088	715,909	1,483,005	710,949	621,891	614,548	1,947,388	397,208	595,411	664,243	1,656,862	689,647	689,600	436,278	1,815,525	6,902,780	6,350,000	108.71%
SRTA	798,428	145,334	161,910	209,842	517,086	205,568	179,379	190,972	575,919	199,979	177,913	222,774	600,666	187,951	222,036	182,263	592,250	2,285,921	2,203,516	103.74%
VTA	316,280	163,633	167,849	101,698	433,180	52,917	31,693	27,444	112,054	25,505	24,142	30,483	80,130	42,463	77,316	154,556	274,335	899,699	550,000	163.58%
WRTA	1,042,306	312,966	356,881	350,110	1,019,957	347,226	326,062	319,276	992,564	296,589	264,151	342,208	902,948	326,036	340,754	353,222	1,020,012	3,935,481	2,200,962	178.81%

FY2023 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	28,915	8,505	9,789	9,461	27,755	9,251	8,977	9,251	27,479	8,911	8,263	10,270	27,444	8,544	9,997	9,880	28,421	111,099	102,815	108.06%
BRTA	6,536	1,815	2,042	1,906	5,763	1,939	1,951	1,972	5,862	1,835	1,828	2,097	5,760	2,101	2,286	2,176	6,563	23,948	18,978	126.19%
CATA	7,533	3,666	4,017	4,176	11,859	4,165	4,380	4,709	13,254	4,468	4,055	4,966	13,489	4,070	4,990	4,757	13,817	52,419	22,028	237.97%
CCRTA	149,680	12,461	13,882	14,729	41,072	14,290	13,790	13,333	41,413	13,831	13,204	15,785	42,820	13,713	15,153	13,520	42,386	167,691	415,539	40.36%
FRTA	12,604	2,484	2,851	3,013	8,348	3,170	2,981	2,821	8,972	2,953	2,564	3,101	8,618	2,945	3,216	2,982	9,143	35,081	24,178	145.09%
GATRA	135,833	18,670	21,570	21,611	61,851	21,622	20,921	20,458	63,001	20,667	19,749	23,670	64,086	21,002	23,908	22,547	67,457	256,395	308,314	83.16%
LRTA	22,041	6,069	7,174	6,901	20,144	7,034	6,819	6,857	20,710	6,489	5,708	6,908	19,105	6,444	7,101	6,922	20,467	80,426	47,222	170.31%
MART	65,547	18,277	20,768	21,028	60,073	20,740	20,310	20,920	61,970	18,223	18,416	22,874	59,513	20,654	23,003	21,519	65,176	246,732	337,692	73.06%
MeVa	20,206	6,161	7,278	7,208	20,647	7,302	7,364	6,991	21,657	6,775	6,469	8,146	21,390	7,197	8,105	7,560	22,862	86,556	53,344	162.26%
MWRTA	29,970	10,854	11,930	9,092	31,876	13,113	13,839	12,060	39,012	12,329	12,261	14,483	39,073	13,496	12,003	11,336	36,835	146,796	100,000	146.80%
NRTA	371	148	221	200	569	178	175	142	495	144	159	212	515	177	274	279	730	2,309	425	543.29%
PVTA	115,000	12,741	14,270	15,162	42,173	14,833	14,202	15,147	44,182	14,158	14,382	16,647	45,187	15,014	15,763	14,657	45,434	176,976	163,000	108.57%

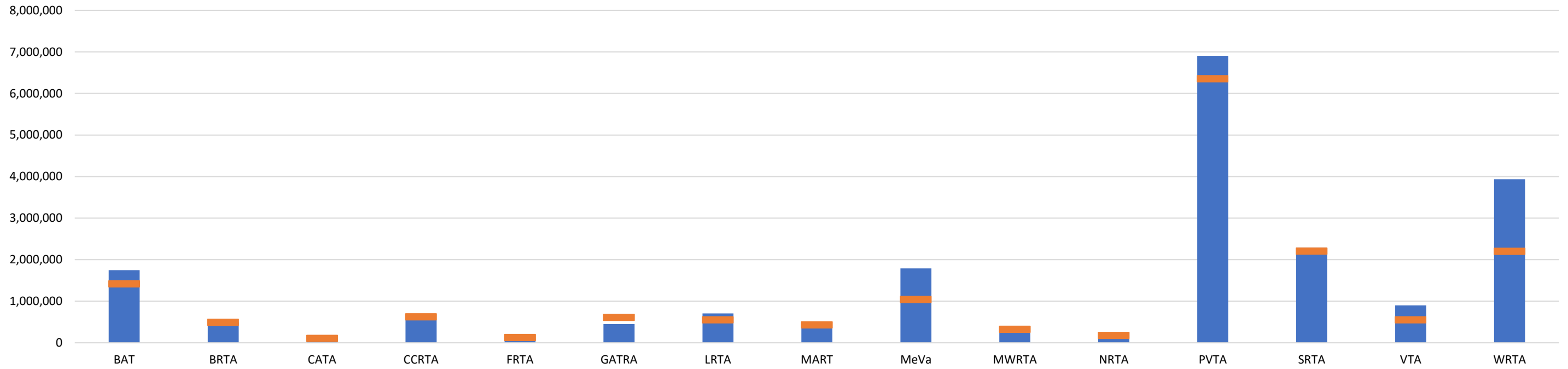
SRTA	34,724	6,555	7,212	7,486	21,253	7,230	7,481	8,551	23,262	7,020	7,035	8,177	22,232	7,441	7,807	7,667	22,915	89,662	74,036	121.11%
VTA	1,639	616	896	892	2,404	921	867	861	2,649	809	678	1,102	2,589	906	845	873	2,624	10,266	5,500	186.65%
WRTA	46,779	10,634	12,027	11,556	34,217	11,641	11,442	11,308	34,391	11,536	10,101	12,261	33,898	10,678	12,387	11,596	34,661	137,167	99,099	138.41%

FY2023 Demand Taxi Unlinked Passenger Trips (UPT) 1 RTA Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
MART	5,220	18,519	17,798	17,935	54,252	17,933	17,866	19,135	54,934	18,074	18,039	22,444	58,557	21,538	22,338	22,329	66,205	233,948	15,976	1464.38%

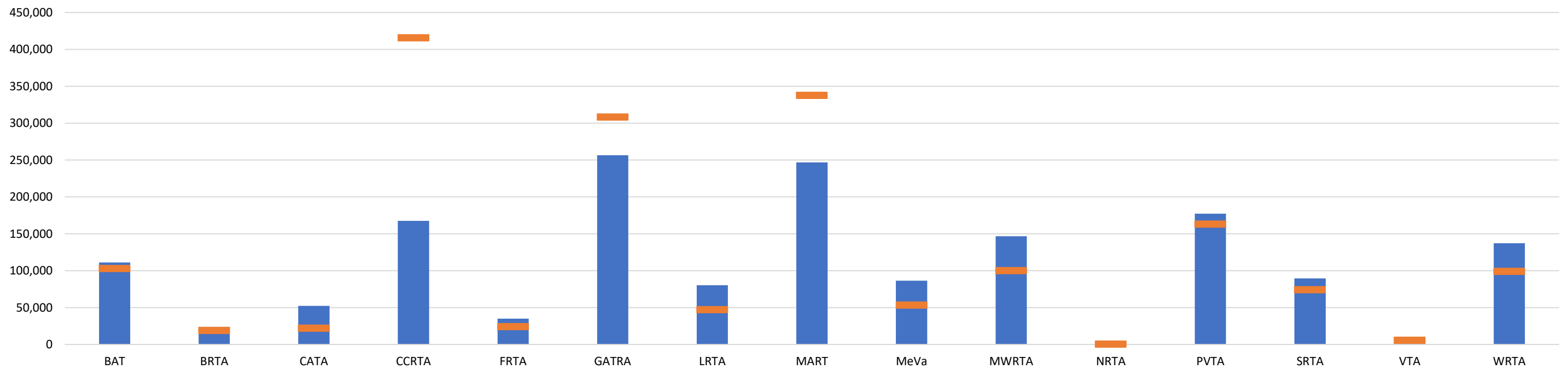


Though the COVID-19 pandemic continued to impact RTA ridership in FY2023 as compared to pre-pandemic numbers, RTAs had much better success in reaching their ridership targets by the close of the fiscal year, mirroring the performance seen in FY2022. Ten out of 15 systems exceeded their fixed route target, while twelve out of 15 exceeded their demand response target. The demand response mode far exceeded RTA expectations, with RTAs on average meeting their target between January and February. On average per month, the RTAs gained 9.73% in fixed route ridership and 13.48% in demand response ridership. At the close of FY2023, the RTAs had accumulated on average of 116.81% and 159.43% of their fixed route and demand response targets, respectively.

FR UPT



DR UPT



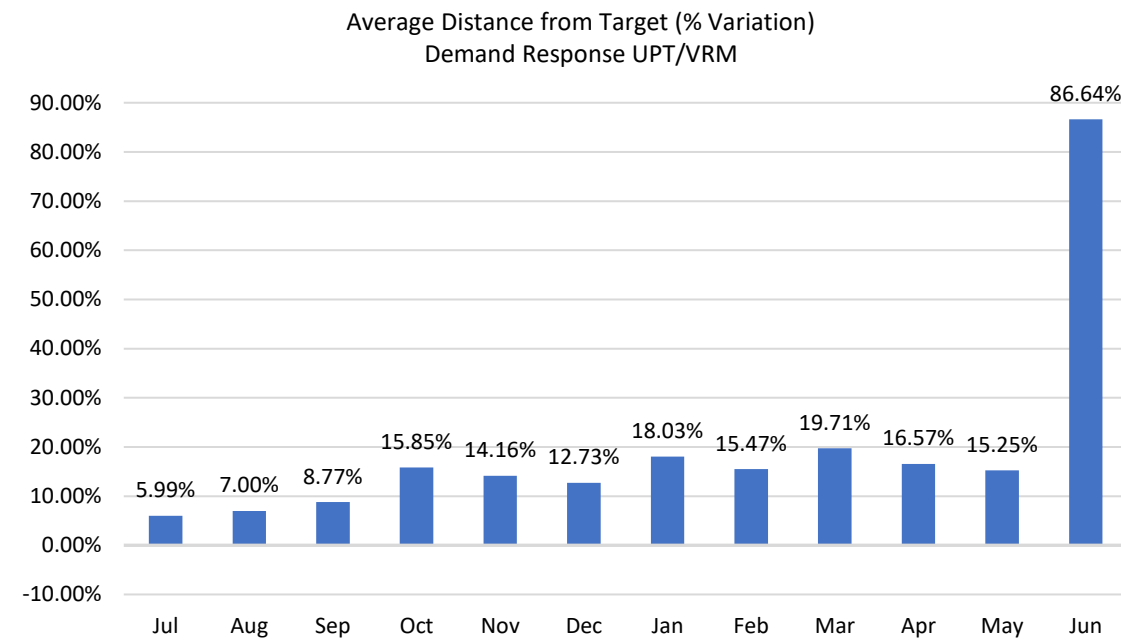
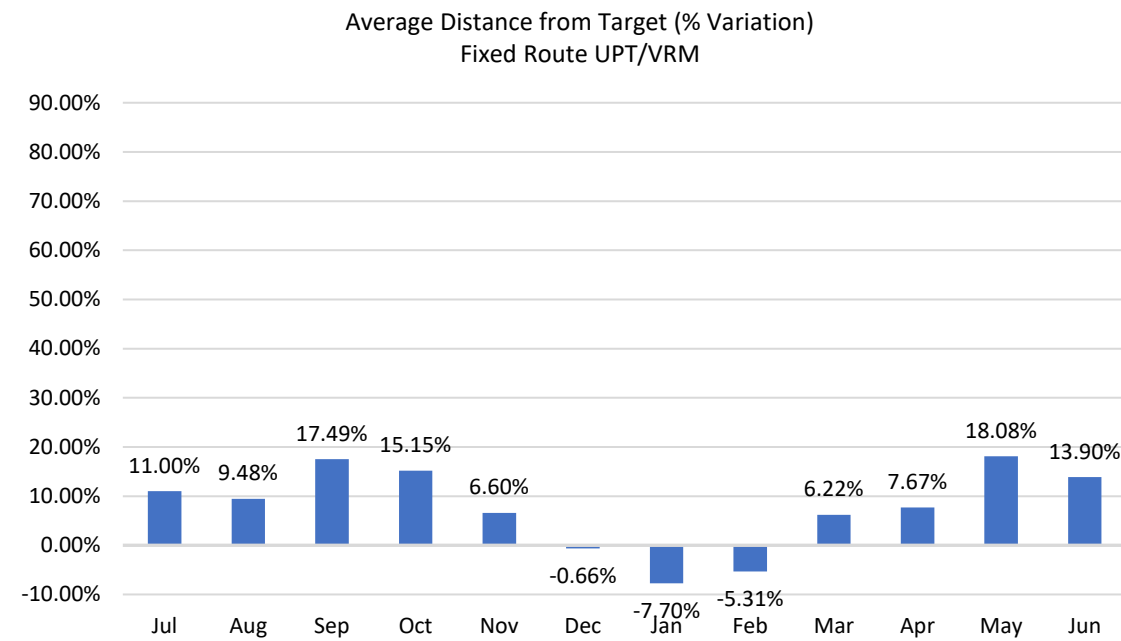
UPT / Vehicle Revenue Mile (VRM)

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. Systems that operate longer mileage routes in less dense, rural environments typically perform well on a per mile basis. The actual and target values were compared by calculating the **% difference (variance) of the actual versus the milestone/target**. The calculated values were formatted **blue for negative variance** and **green for positive variance**.

FY2023 Fixed Route UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) 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	1.070	1.500	1.498	1.381	1.459	1.535	1.636	1.663	1.610	1.478	1.460	1.508	1.483	1.499	1.538	1.511	1.516	1.517	1.200	26.39%
BRTA	0.358	0.507	0.510	0.523	0.513	0.569	0.558	0.584	0.571	0.530	0.520	0.544	0.532	0.555	0.576	0.577	0.570	0.546	0.543	0.63%
CATA	0.360	0.461	0.394	0.424	0.427	0.535	0.504	0.510	0.517	0.531	0.414	0.609	0.517	0.473	0.577	0.402	0.485	0.482	0.450	7.15%
CCRTA	0.286	0.456	0.455	0.398	0.439	0.333	0.310	0.274	0.305	0.202	0.242	0.276	0.241	0.284	0.319	0.372	0.329	0.335	0.505	-33.54%
FRTA	0.140	0.217	0.189	0.364	0.259	0.228	0.248	0.216	0.231	0.195	0.249	0.277	0.240	0.238	0.236	0.225	0.233	0.241	0.310	-22.21%
GATRA	0.264	0.373	0.346	0.456	0.391	0.440	0.401	0.396	0.412	0.397	0.385	0.426	0.403	0.428	0.473	0.428	0.443	0.412	0.430	-4.24%
LRTA	0.460	0.539	0.512	0.512	0.520	0.840	0.811	0.749	0.799	0.751	0.735	0.888	0.793	0.829	0.903	0.779	0.838	0.738	0.490	50.57%
MART	0.365	0.416	0.410	0.478	0.436	0.415	0.390	0.281	0.361	0.340	0.350	0.381	0.358	0.410	0.403	0.399	0.404	0.389	0.472	-17.48%
MeVa	0.630	1.213	1.196	1.139	1.180	1.189	1.158	1.003	1.114	1.030	1.073	1.214	1.109	1.251	1.413	1.438	1.371	1.194	0.710	68.24%
MWRTA	0.198	0.250	0.226	0.416	0.301	0.430	0.355	0.340	0.375	0.276	0.302	0.318	0.299	0.318	0.318	0.236	0.289	0.316	0.284	11.14%
NRTA	0.309	1.201	1.135	0.873	1.100	0.613	0.377	0.309	0.440	0.212	0.239	0.248	0.233	0.440	0.766	0.939	0.787	0.791	0.700	13.02%
PVTA	0.863	1.064	1.163	1.817	1.371	1.786	1.648	1.572	1.670	1.119	1.581	1.570	1.435	1.744	1.700	1.275	1.588	1.518	1.350	12.47%
SRTA	1.040	1.164	1.208	1.590	1.323	1.425	1.426	1.428	1.426	1.543	1.484	1.597	1.544	1.528	1.697	1.407	1.545	1.459	1.720	-15.18%
VTA	0.669	1.464	1.659	1.121	1.426	0.771	0.492	0.403	0.557	0.378	0.393	0.451	0.408	0.567	0.808	1.230	0.926	0.902	0.900	0.22%
WRTA	1.173	1.957	1.987	2.036	1.994	2.056	1.967	1.877	1.966	1.695	1.648	1.841	1.733	1.988	1.906	2.027	1.973	1.916	1.230	55.74%

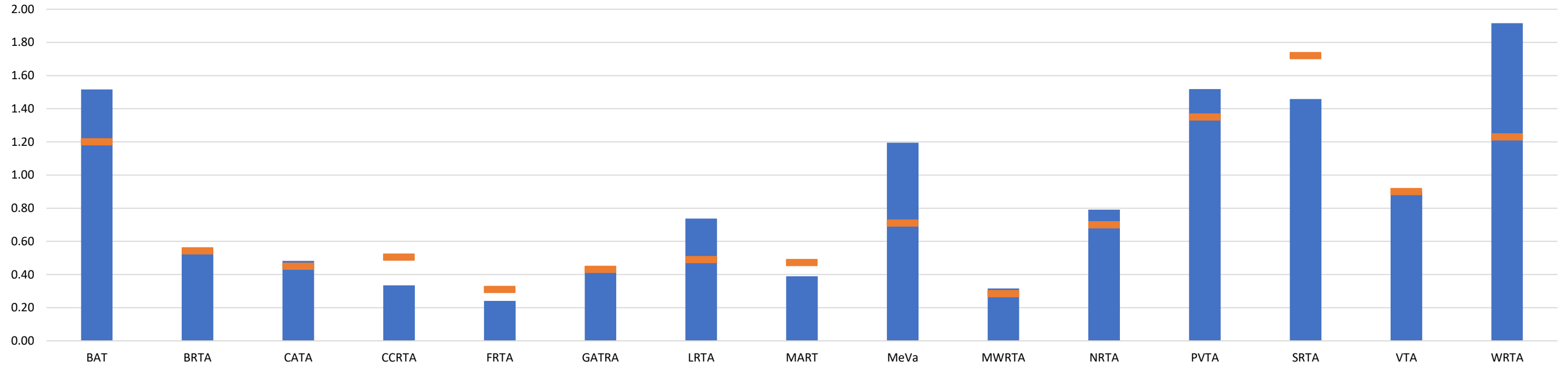
FY2023 Demand Response UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	0.170	0.222	0.218	0.228	0.223	0.225	0.224	0.220	0.223	0.224	0.224	0.220	0.223	0.227	0.230	0.225	0.227	0.224	0.180	24.45%
BRTA	0.098	0.102	0.095	0.101	0.099	0.102	0.103	0.106	0.103	0.112	0.103	0.105	0.107	0.101	0.096	0.099	0.099	0.102	0.127	-20.06%
CATA	0.150	0.207	0.203	0.203	0.204	0.204	0.218	0.203	0.208	0.208	0.215	0.213	0.212	0.207	0.210	0.213	0.210	0.209	0.160	30.46%
CCRTA	0.105	0.152	0.152	0.157	0.154	0.156	0.146	0.151	0.151	0.153	0.153	0.148	0.151	0.152	0.150	0.151	0.151	0.152	0.128	18.64%
FRTA	0.130	0.121	0.127	0.127	0.125	0.128	0.132	0.130	0.130	0.134	0.132	0.133	0.133	0.145	0.137	0.138	0.140	0.132	0.120	9.98%
GATRA	0.133	0.133	0.142	0.145	0.140	0.141	0.146	0.153	0.146	0.148	0.143	0.144	0.145	0.145	0.139	0.145	0.143	0.144	0.176	-18.30%
LRTA	0.140	0.154	0.154	0.154	0.154	0.160	0.163	0.164	0.162	0.170	0.167	0.164	0.166	0.188	0.186	0.196	0.190	0.167	0.150	11.43%
MART	0.117	0.149	0.144	0.144	0.146	0.143	0.145	0.144	0.144	0.143	0.148	0.149	0.147	0.150	0.149	0.143	0.147	0.146	0.150	-2.71%
MeVa	0.090	0.094	0.104	0.107	0.102	0.102	0.103	0.095	0.100	0.096	0.097	0.097	0.097	0.095	0.098	0.095	0.096	0.098	0.110	-10.55%
MWRTA	0.127	0.178	0.174	0.136	0.162	0.209	0.215	0.169	0.197	0.202	0.211	0.202	0.205	0.211	0.181	0.177	0.190	0.188	0.135	39.18%
NRTA	0.130	0.165	0.19	0.204	0.280	0.244	0.183	0.233	0.216	0.258	0.241	0.294	0.266	0.274	0.279	1.848	0.410	0.250	0.150	69.60%
PVTA	0.087	0.089	0.090	0.093	0.090	0.092	0.091	0.094	0.093	0.094	0.096	0.095	0.095	0.093	0.092	0.090	0.092	0.092	0.087	6.16%
SRTA	0.130	0.158	0.129	0.127	0.136	0.126	0.129	0.139	0.131	0.124	0.128	0.129	0.127	0.130	0.131	0.147	0.136	0.132	0.130	1.81%
VTA	0.078	0.092	0.114	0.138	0.114	0.165	0.162	0.143	0.156	0.174	0.139	0.182	0.166	0.118	0.128	0.140	0.128	0.139	0.100	38.56%
WRTA	0.122	0.151	0.149	0.146	0.149	0.153	0.152	0.152	0.152	0.154	0.154	0.152	0.153	0.152	0.153	0.152	0.152	0.152	0.130	16.57%

FY2023 Demand Taxi UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) RTA Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	4.210	3.459	3.499	3.495	3.485	3.433	3.626	3.705	3.587	3.619	3.617	3.687	3.641	3.730	3.716	3.701	3.715	3.606	3.470	3.91%

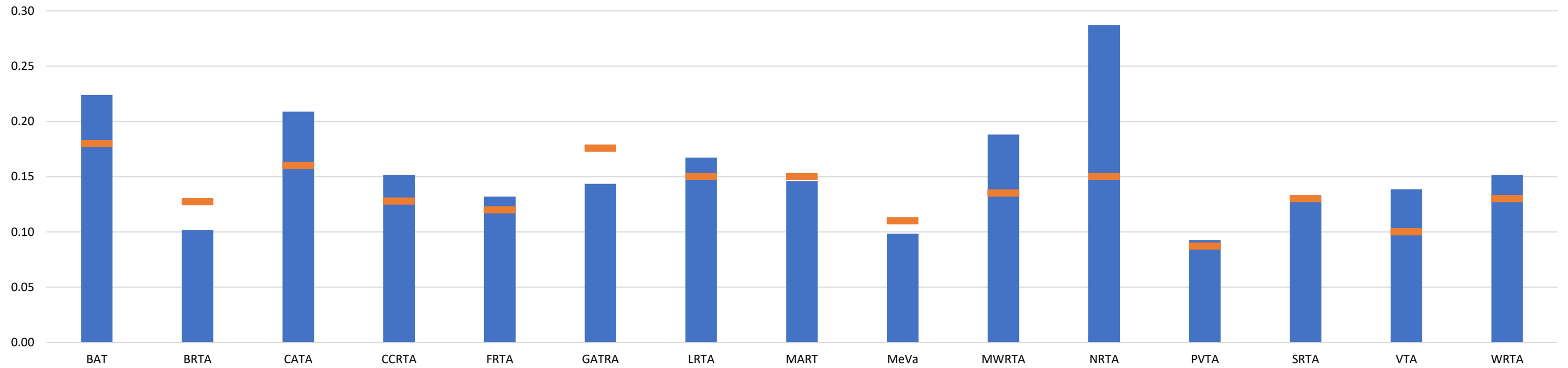


Fixed route productivity in relation to vehicle revenue miles operated displays typical seasonal trends in ridership behavior. Average productivity increased in Q1 and the start of Q2, with the arrival of college students on campus, but then decreased in the later part of Q2 and Q3, attributed to seasonal decreases in ridership due to colder months and inclement weather. In the spring, the RTAs again exhibited positive trends in productivity. Demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length.

FR UPT/VRM



DR UPT/VRM



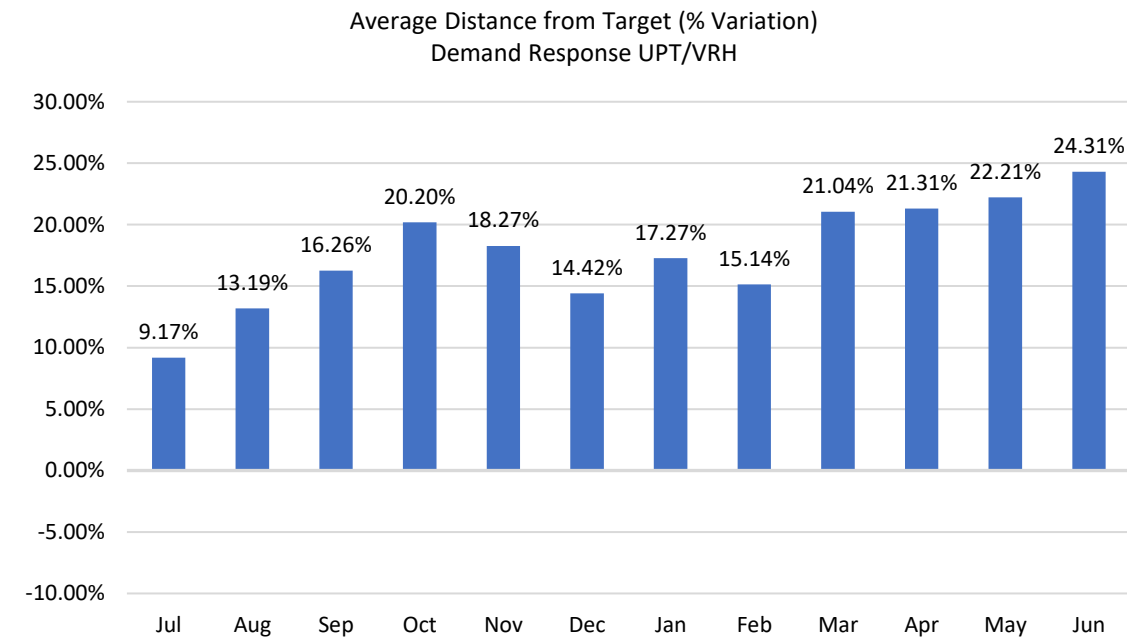
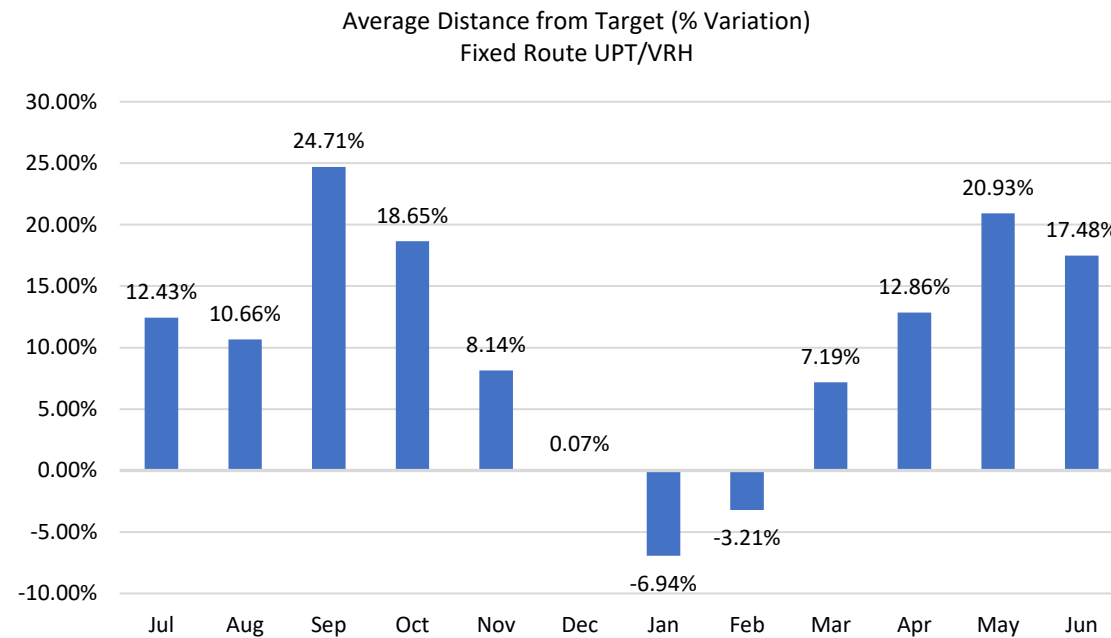
UPT / Vehicle Revenue Hour (VRH)

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. Systems that operate shorter mileage routes in more compact, urban environments typically perform well on a per hour basis. The actual and target values were compared by calculating the **% difference (variance) of the actual against the milestone/target value**, formatted **blue for negative variance** and **green for positive variance**.

FY2023 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	14.710	16.304	16.307	14.154	15.551	15.754	15.940	15.976	15.889	15.069	14.437	15.420	14.992	16.506	16.923	16.972	16.796	15.805	15.790	0.09%
BRTA	6.324	9.503	9.587	9.852	9.646	10.796	10.575	11.064	10.818	9.899	9.726	10.195	9.946	10.359	10.747	10.719	10.612	10.248	9.550	7.31%
CATA	4.320	6.576	4.931	6.307	5.909	6.536	4.584	5.831	5.581	5.522	4.553	5.922	5.350	6.135	6.008	3.619	5.116	5.469	6.360	-14.01%
CCRTA	5.114	8.193	8.131	7.552	7.991	6.412	5.961	5.283	5.874	3.898	4.665	5.407	4.663	5.397	6.163	6.848	6.213	6.330	6.105	3.68%
FRTA	3.780	5.403	4.900	9.833	6.721	5.957	5.934	4.857	5.583	4.851	6.145	6.417	5.802	6.160	5.461	5.236	5.600	5.929	6.290	-5.74%
GATRA	4.959	6.661	6.302	8.284	7.062	7.950	7.291	7.200	7.472	7.234	7.115	7.469	7.283	8.010	8.842	8.040	8.303	7.519	8.048	-6.58%
LRTA	6.760	8.293	7.862	7.862	7.997	12.775	12.331	11.423	12.166	11.459	11.177	13.497	12.077	12.628	13.796	11.954	12.803	11.268	7.190	56.72%
MART	5.614	6.727	6.488	7.567	6.935	6.824	6.411	4.816	6.018	5.938	5.901	6.496	6.127	6.903	6.955	7.079	6.975	6.515	7.673	-15.09%
MeVa	6.890	13.457	13.279	12.060	12.865	12.576	12.262	10.621	11.786	10.903	11.361	12.845	11.742	13.608	15.385	15.649	14.919	12.819	7.840	63.50%
MWRTA	2.789	3.522	3.403	5.622	4.278	5.607	5.346	4.279	5.078	3.912	4.294	4.708	4.305	4.708	4.263	3.971	4.321	4.505	3.990	12.92%
NRTA	0.150	12.073	11.245	11.065	11.545	7.578	4.539	3.722	5.356	2.551	2.878	3.081	2.835	5.463	9.100	9.163	8.473	8.724	8.060	8.24%
PVTA	11.492	14.902	16.263	25.969	19.329	25.709	23.613	22.617	23.994	16.065	23.266	23.211	20.990	25.481	24.877	18.108	23.017	21.865	18.590	17.62%
SRTA	13.620	14.816	15.379	20.038	16.784	17.935	17.959	18.020	17.971	19.434	18.740	20.139	19.473	19.283	21.405	17.810	19.511	18.426	21.590	-14.65%
VTA	10.370	19.310	22.123	18.390	20.063	13.326	8.840	7.909	10.163	6.318	6.521	7.042	6.640	9.249	13.145	20.514	15.235	14.351	12.500	14.81%
WRTA	13.771	23.012	23.588	25.092	23.896	25.092	24.096	22.836	24.003	20.892	20.402	22.799	21.421	24.547	23.586	24.931	24.346	23.414	14.250	64.31%

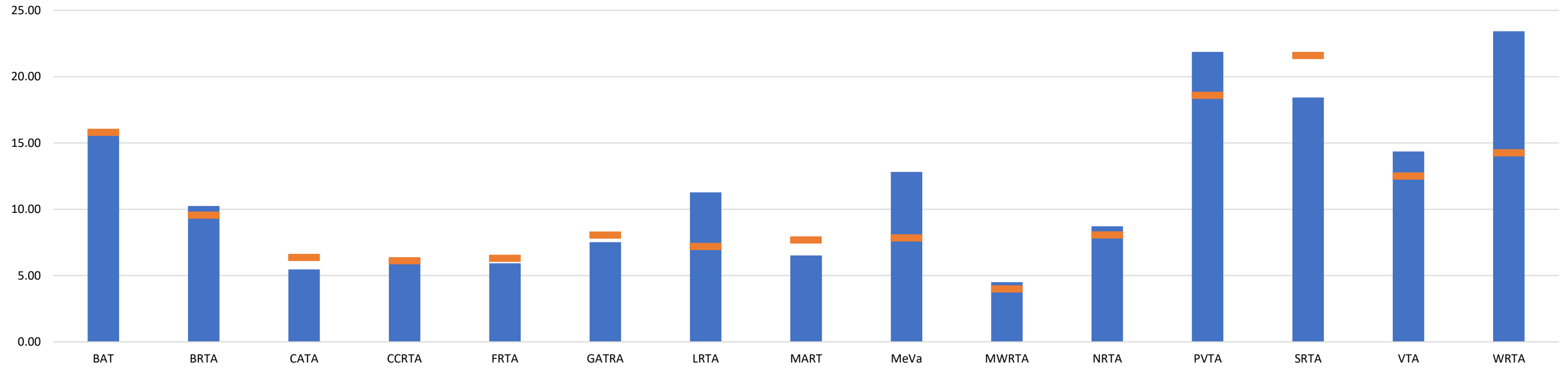
FY2023 Demand Response UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	1.150	2.361	2.33	2.469	3.534	2.559	2.428	2.286	2.419	2.229	2.271	2.062	2.175	2.153	2.081	2.053	2.092	2.446	1.700	43.90%
BRTA	0.913	1.274	1.263	1.176	1.236	1.262	1.360	1.272	1.297	1.264	1.261	1.313	1.280	1.281	1.296	1.260	1.279	1.273	1.028	23.85%
CATA	1.770	2.887	2.751	3.022	2.884	3.113	2.795	3.199	3.028	3.035	2.915	2.963	2.972	2.874	2.992	2.986	2.954	2.961	2.000	48.03%
CCRTA	1.224	1.913	1.916	1.964	1.932	1.911	1.866	1.799	1.859	1.795	1.809	1.822	1.809	1.946	1.753	1.923	1.865	1.865	1.850	0.78%
FRTA	1.320	1.746	1.926	1.930	1.870	1.921	1.995	1.970	1.961	2.055	2.045	2.054	2.051	2.059	2.035	2.033	2.042	1.980	1.510	31.12%
GATRA	1.496	18.764	1.872	1.985	2.643	1.971	1.951	1.933	1.952	1.884	1.962	1.892	1.910	1.850	1.970	1.975	1.933	2.066	2.291	-9.86%
LRTA	1.810	1.921	2.044	2.075	2.015	2.194	2.197	1.486	1.896	2.219	2.142	2.078	2.143	2.406	2.441	2.576	2.474	2.111	1.870	12.87%
MART	1.707	2.332	2.279	2.311	2.306	2.315	2.327	2.287	2.309	2.219	2.330	2.397	2.319	2.381	2.355	2.254	2.329	2.316	9.111	-74.58%
MeVa	1.290	1.734	1.705	1.796	1.745	1.724	1.678	1.588	1.662	1.632	1.603	1.631	1.623	1.587	1.568	1.493	1.548	1.639	1.670	-1.86%
MWRTA	1.818	2.077	2.037	1.946	2.023	2.246	2.311	2.019	2.192	2.095	2.201	2.206	2.168	2.287	1.943	1.884	2.035	2.107	1.941	8.55%
NRTA	1.130	1.156	1.454	1.316	1.317	1.561	1.522	1.479	1.523	1.870	1.347	1.843	1.661	1.788	2.796	3.033	2.526	1.703	1.300	30.98%
PVTA	1.139	1.246	1.274	1.390	1.304	1.390	1.362	1.413	1.389	1.325	1.424	1.415	1.388	1.387	1.403	1.366	1.386	1.367	1.350	1.24%
SRTA	1.930	2.012	2.017	2.069	2.033	2.007	2.069	2.232	2.106	1.940	2.019	1.993	1.984	2.006	1.940	2.023	1.989	2.027	1.930	5.04%
VTA	1.103	1.330	1.844	2.065	1.741	2.132	1.944	1.984	2.019	1.890	1.784	2.593	2.100	2.391	1.869	2.040	2.084	1.980	1.350	46.66%
WRTA	1.757	2.390	2.283	2.363	2.343	2.487	2.452	2.368	2.435	2.471	2.480	2.433	2.460	2.494	2.470	2.474	2.479	2.428	1.900	27.79%

FY2023 Demand Taxi UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours) 1 RTA Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	4.210	3.459	3.499	3.495	3.485	3.433	3.626	3.705	3.587	3.619	3.617	3.687	3.641	3.730	3.716	3.701	3.715	3.606	3.470	3.91%

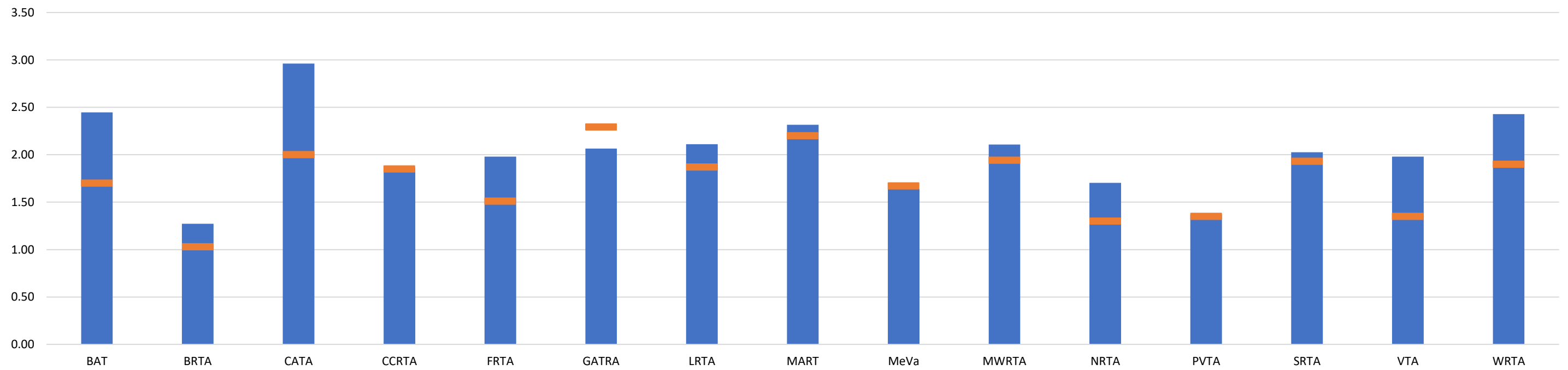


Fixed route and demand response productivity in relation to vehicle revenue hours mirrored the performance demonstrated by the vehicle revenue miles metric, indicating that RTAs are returning to typical patterns in ridership, particularly for the fixed route mode. For fixed route, the average swing in variation from the target is stronger than the VRM metric, which may be due to variations in RTA service area size and the number of miles covered during revenue service, as this is more likely to vary from system to system than vehicles revenue hours. As previously noted, demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length.

FR UPT/VRH



DR UPT/VRH



On-Time Performance (OTP)

On-time Performance: 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. **Blue 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.**

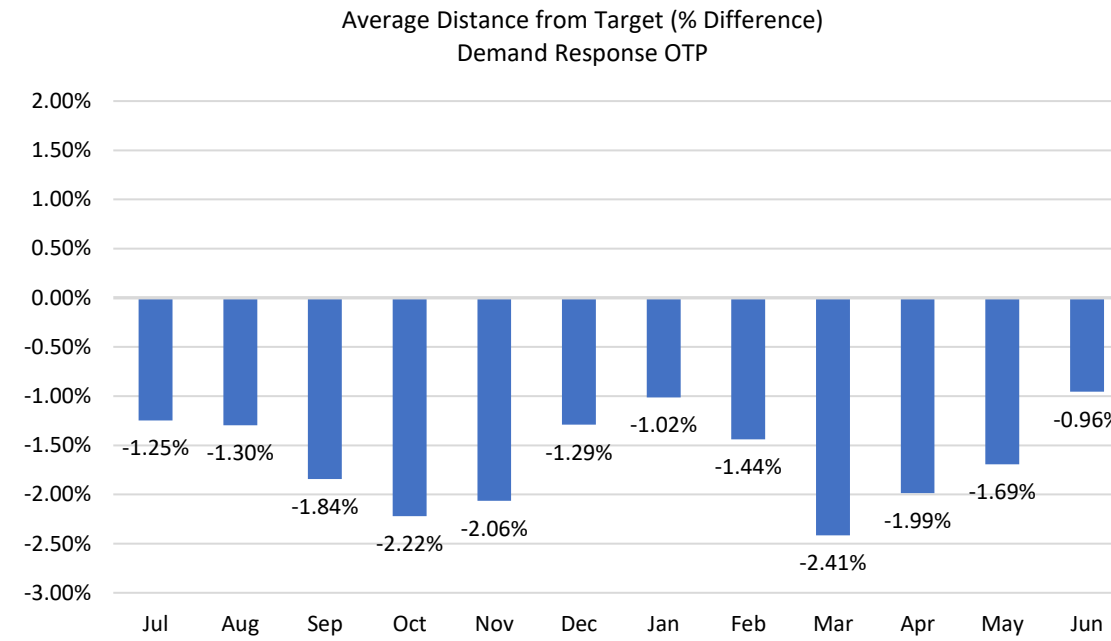
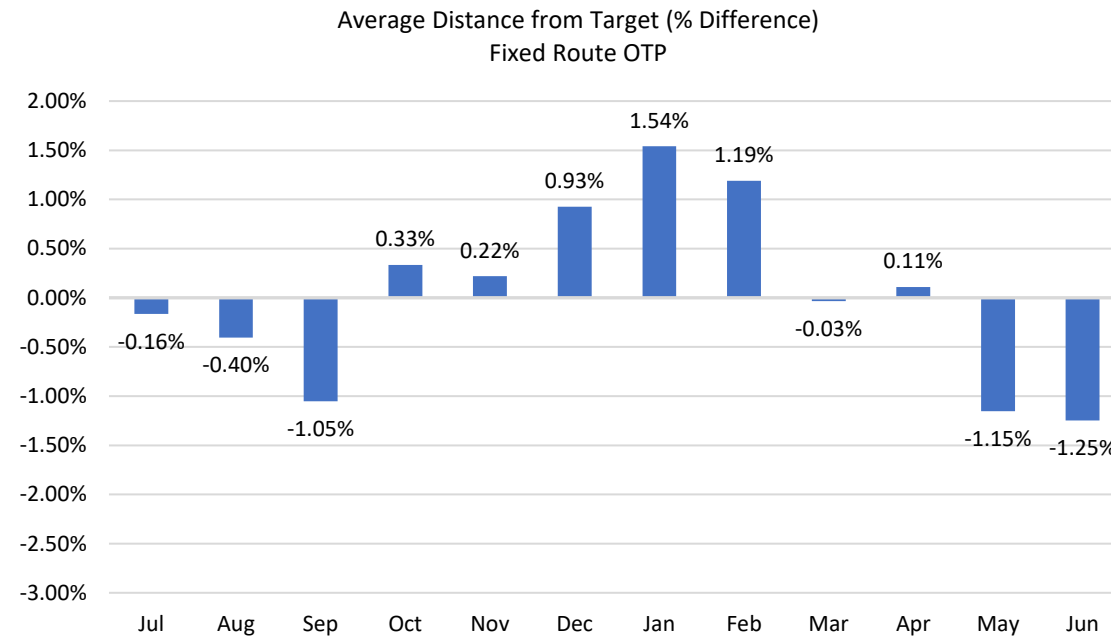
FY2023 Fixed Route On-Time Performance (OTP) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.89%	99.92%	99.71%	99.66%	99.76%	99.80%	99.62%	99.90%	99.77%	99.80%	99.93%	99.73%	99.82%	99.40%	98.95%	99.34%	99.23%	99.65%	97.00%	2.65%
BRTA	91.38%	86.80%	86.20%	85.50%	86.17%	86.00%	88.70%	86.50%	87.07%	92.60%	91.40%	85.20%	89.73%	88.80%	85.00%	85.60%	86.47%	87.36%	91.75%	-4.39%
CATA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	83.12%	90.00%	89.00%	90.20%	89.73%	90.20%	89.00%	90.00%	89.73%	90.20%	90.00%	89.00%	89.73%	90.20%	87.40%	85.20%	87.60%	89.20%	74.81%	14.39%
FRTA	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
GATRA	86.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	92.00%	-92.00%
LRTA	88.39%	92.70%	93.10%	91.50%	92.43%	92.70%	93.20%	93.10%	93.00%	92.50%	91.70%	88.70%	90.97%	87.40%	90.70%	91.40%	89.83%	91.56%	86.00%	5.56%
MART	0.00%	98.50%	98.70%	98.30%	98.50%	99.00%	99.20%	98.20%	98.80%	99.20%	99.20%	99.70%	99.37%	99.80%	99.70%	99.80%	#SPILL!	99.11%	98.00%	1.11%
MeVa	83.00%	80.00%	80.40%	80.00%	80.13%	80.00%	78.00%	80.00%	79.33%	82.00%	82.40%	80.20%	81.53%	78.40%	75.70%	76.00%	76.70%	79.43%	84.00%	-4.58%
MWRTA	99.00%	98.00%	97.00%	95.00%	96.67%	99.00%	98.00%	98.00%	98.33%	98.00%	98.00%	98.00%	98.00%	92.00%	92.00%	97.00%	93.67%	96.67%	99.00%	-2.33%
NRTA	97.00%	89.00%	90.00%	96.00%	91.67%	97.00%	98.00%	99.00%	98.00%	99.00%	98.00%	97.00%	98.00%	99.00%	96.00%	94.00%	96.33%	96.00%	100.00%	-4.00%
PVTA	81.87%	76.00%	76.00%	67.00%	73.00%	72.00%	72.00%	74.00%	72.67%	75.00%	72.00%	72.00%	73.00%	72.00%	71.00%	72.00%	71.67%	72.58%	75.00%	-2.42%
SRTA	83.00%	87.00%	89.00%	82.00%	86.00%	84.00%	82.00%	88.60%	84.87%	86.70%	88.50%	87.60%	87.60%	86.00%	85.00%	85.00%	85.33%	85.95%	85.00%	0.95%
VTA	94.71%	89.00%	85.00%	94.00%	89.33%	97.00%	97.00%	95.00%	96.33%	95.00%	94.00%	93.00%	94.00%	93.00%	94.00%	89.00%	92.00%	92.92%	96.00%	-3.08%
WRTA	83.33%	80.50%	80.20%	76.70%	79.13%	77.20%	77.70%	79.30%	78.07%	79.60%	79.90%	79.00%	79.50%	85.00%	79.10%	79.00%	81.03%	79.43%	83.00%	-3.57%

FY2023 Demand Response On-Time Performance (OTP) 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	94.05%	87.57%	87.73%	87.73%	87.68%	78.52%	79.94%	84.41%	80.96%	86.44%	81.91%	82.14%	83.50%	85.61%	82.50%	91.17%	86.43%	84.64%	88.00%	-3.36%
BRTA	95.86%	92.10%	92.00%	95.20%	93.10%	90.90%	92.30%	95.60%	92.93%	90.90%	91.00%	91.80%	91.23%	88.60%	91.60%	95.10%	91.77%	92.26%	96.25%	-3.99%
CATA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	96.75%	95.20%	93.58%	93.58%	94.12%	95.20%	93.58%	95.20%	94.66%	96.22%	96.02%	96.50%	96.25%	97.89%	98.22%	98.09%	98.07%	95.77%	93.43%	2.35%
FRTA	90.52%	87.00%	85.00%	83.00%	85.00%	91.00%	91.00%	89.00%	90.33%	93.00%	92.00%	92.11%	92.37%	94.81%	93.97%	94.29%	94.36%	90.52%	92.78%	-2.27%
GATRA	95.56%	94.90%	94.90%	0.00%	63.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	15.82%	96.00%	-80.18%
LRTA	96.03%	93.10%	94.34%	92.48%	93.31%	93.77%	94.81%	96.41%	95.00%	96.56%	94.86%	93.95%	95.12%	96.33%	96.10%	95.94%	96.12%	94.89%	96.00%	-1.11%
MART	99.18%	99.00%	98.00%	98.00%	98.33%	98.22%	96.05%	93.62%	95.96%	94.13%	94.80%	95.08%	94.67%	94.35%	96.18%	96.05%	#SPILL!	96.12%	98.00%	-1.88%
MeVa	96.00%	98.00%	97.00%	96.00%	97.00%	94.00%	96.00%	97.00%	95.67%	97.00%	96.00%	98.00%	97.00%	97.30%	95.60%	97.00%	96.63%	96.58%	97.00%	-0.42%
MWRTA	99.00%	98.00%	98.48%	97.02%	97.83%	98.00%	98.00%	98.00%	98.00%	98.00%	99.00%	98.00%	98.33%	98.00%	99.00%	99.00%	98.67%	98.21%	99.00%	-0.79%
NRTA	99.50%	100.00%	99.00%	99.00%	99.33%	99.00%	99.00%	100.00%	99.33%	99.60%	99.70%	99.70%	99.67%	100.00%	100.00%	100.00%	100.00%	99.58%	100.00%	-0.42%
PVTA	97.51%	98.20%	98.20%	95.80%	97.40%	96.30%	97.00%	96.50%	96.60%	96.70%	96.30%	96.30%	96.43%	97.10%	100.00%	100.00%	99.03%	97.37%	95.00%	2.37%
SRTA	98.00%	94.44%	95.39%	95.64%	95.16%	95.68%	95.49%	94.85%	95.34%	95.70%	96.21%	95.58%	95.83%	96.04%	96.29%	96.05%	96.13%	95.61%	98.00%	-2.39%
VTA	91.37%	89.90%	93.10%	91.70%	91.57%	91.30%	90.90%	90.30%	90.83%	89.50%	92.00%	79.00%	86.83%	78.10%	78.80%	77.90%	78.27%	86.88%	93.00%	-6.13%
WRTA	93.35%	89.00%	89.00%	88.00%	88.67%	86.00%	86.00%	90.00%	87.33%	91.00%	89.00%	87.00%	89.00%	87.00%	87.00%	85.00%	86.33%	87.83%	92.50%	-4.67%

FY2023 Demand Taxi On-Time Performance (OTP) 1 RTA Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	97.20%	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%	100.00%	100.00%	98.00%	2.00%

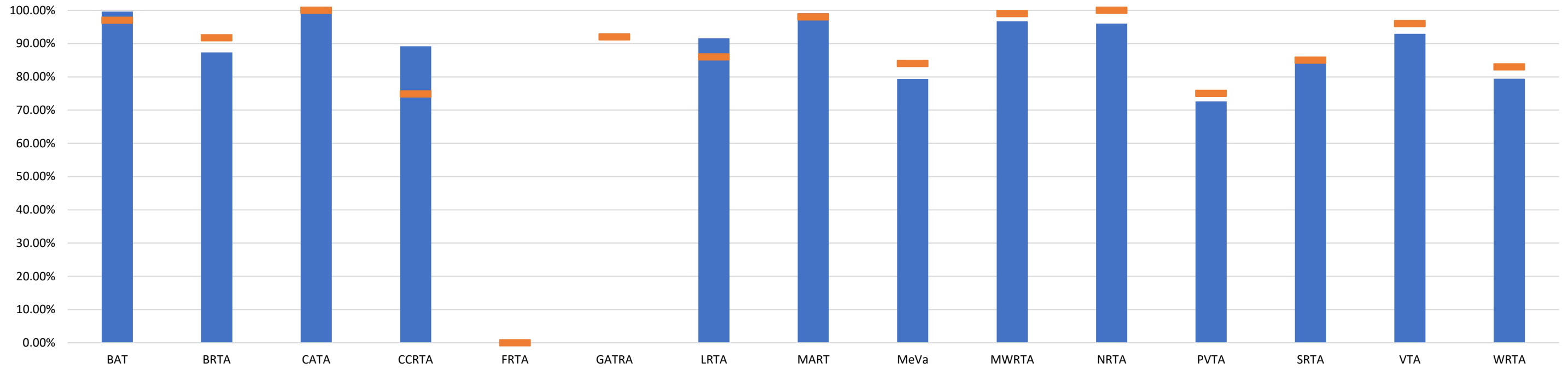
Notes:

GATRA's Fixed Route and Demand Response AVL systems were out of commission during FY2023. Data collection will resume in FY24.

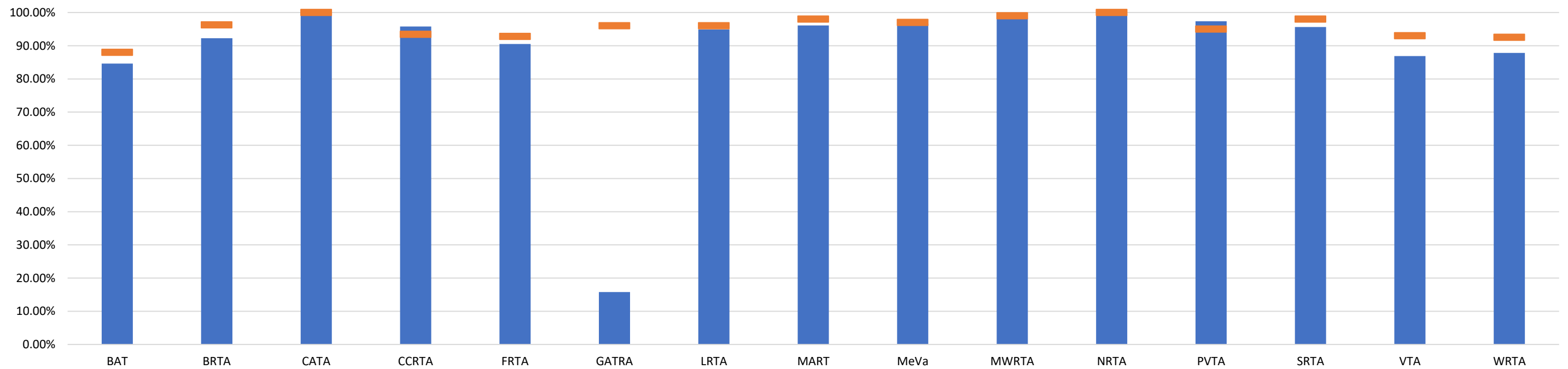


Fixed route and demand response on time performance continued to fare well through FY2023, despite impacts observed from more Commonwealth residents on the road returning to in person activities, general congestion and overall travel time increased. Seasonal impacts can also be observed. Still, fixed route on time performance averages only dropped a maximum of -1.25% through the course of the year, with demand response averages hovering well under -2.50%.

FR OTP



DR OTP



Scheduled Trips Operated (STO)

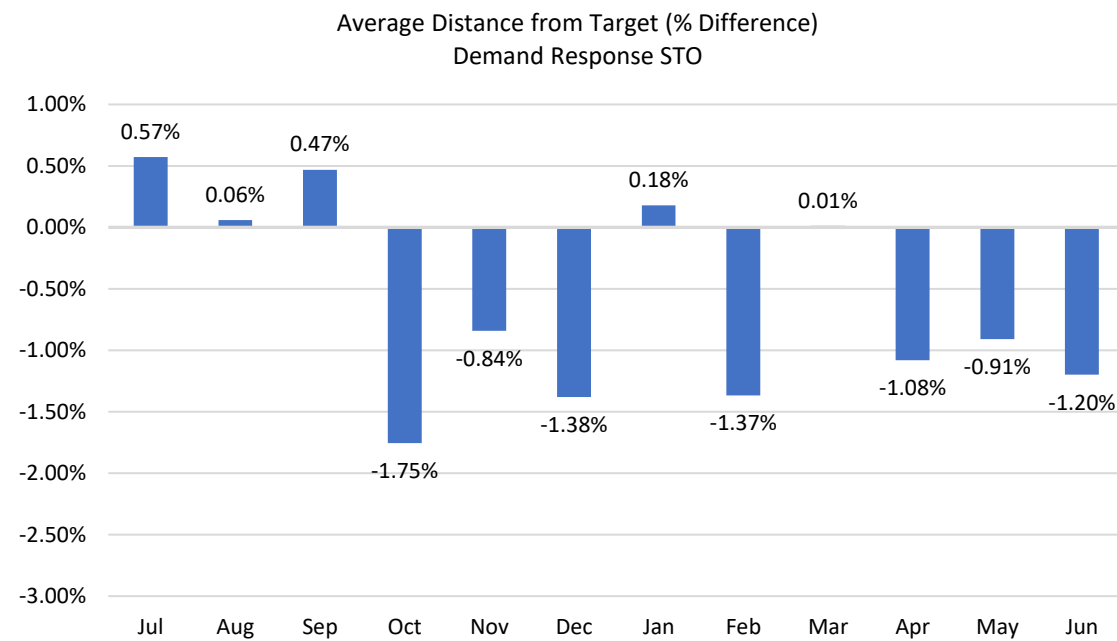
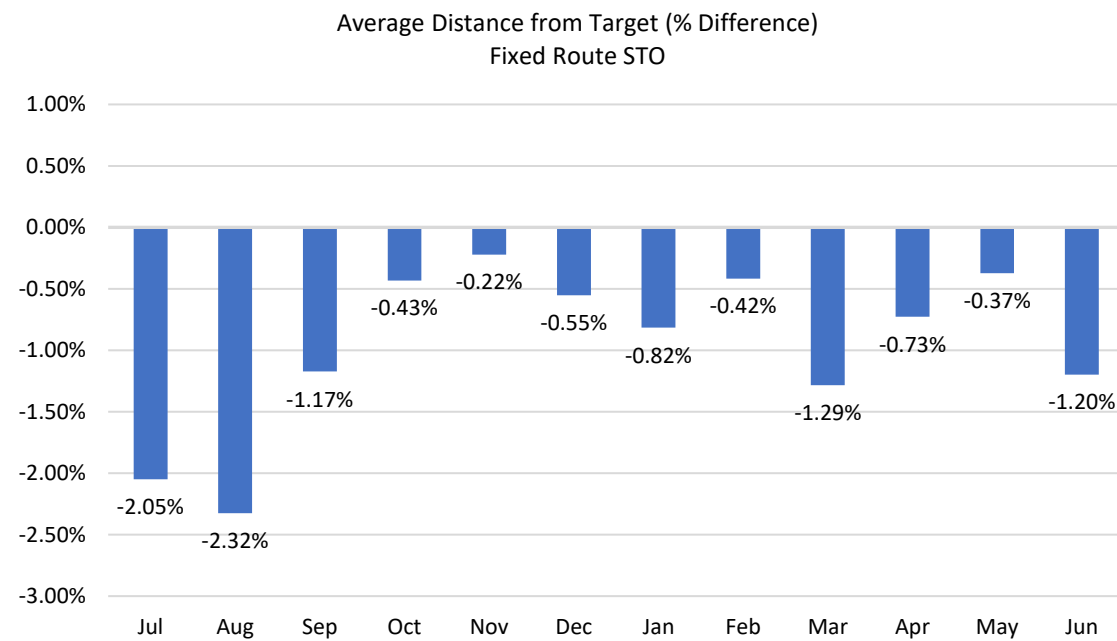
Schedule Trips Operated: This metric is defined as the percentage of trips from the pre-determined system schedule that are completed by the operator. For fixed route, a scheduled trip is a single trip that is identified for a certain route. Each route makes multiple trips per day, based on the schedule. For demand response, a scheduled trip is a trip that is booked by a qualifying customer and is based on the specified pick-up and drop-off location. STO 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 STO values were compared by calculating the percent difference (variance) between the two values. **Blue 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**.

FY2023 Scheduled Trips Operated Fixed Route (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	99.99%	99.99%	99.99%	99.97%	99.98%	99.99%	99.97%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.99%	99.99%	99.99%	99.00%	0.99%
BRTA	96.64%	99.75%	99.12%	99.17%	99.35%	98.80%	99.23%	99.32%	99.12%	98.30%	99.24%	94.31%	97.28%	99.23%	99.04%	98.78%	99.02%	98.69%	96.75%	1.94%
CATA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
FRTA	50.00%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	92.99%	93.36%	93.55%	93.55%	93.55%	93.55%	93.50%	99.00%	-5.50%
GATRA	87.68%	99.98%	99.98%	100.00%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%	3.00%
LRTA	99.95%	99.97%	99.97%	100.00%	99.98%	99.95%	99.90%	99.90%	99.92%	99.97%	99.99%	99.90%	99.95%	99.87%	99.94%	99.94%	99.92%	99.94%	99.90%	0.04%
MART	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	99.67%	94.35%	96.18%	96.05%	95.53%	98.80%	100.00%	-1.20%
MeVa	99.81%	99.97%	99.88%	99.92%	99.92%	99.88%	99.97%	99.94%	99.93%	99.84%	99.94%	99.37%	99.72%	99.92%	99.96%	99.97%	99.95%	99.88%	99.82%	0.06%
MWRTA	99.00%	98.00%	99.00%	97.00%	98.00%	98.00%	98.00%	99.00%	98.33%	99.00%	99.00%	99.00%	99.00%	100.00%	100.00%	100.00%	100.00%	98.83%	99.00%	-0.17%
NRTA	100.00%	90.00%	80.00%	90.00%	86.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	99.67%	96.58%	100.00%	-3.42%
PVTA	99.97%	99.86%	99.86%	99.86%	99.86%	99.81%	99.96%	99.91%	99.89%	99.97%	99.73%	99.85%	99.85%	99.89%	99.89%	99.94%	99.91%	99.88%	99.99%	-0.11%
SRTA	99.90%	99.74%	99.55%	99.72%	99.67%	99.63%	99.72%	99.62%	99.66%	99.68%	99.83%	99.71%	99.74%	99.67%	99.67%	99.71%	99.68%	99.69%	99.90%	-0.21%
VTA	94.71%	76.00%	81.00%	91.00%	82.67%	93.00%	95.00%	90.00%	92.67%	85.00%	89.00%	83.00%	85.67%	89.50%	92.80%	83.00%	88.43%	87.36%	96.00%	-8.64%
WRTA	99.35%	98.40%	99.19%	98.17%	98.59%	96.87%	97.35%	96.45%	96.89%	98.40%	99.44%	99.55%	99.13%	99.10%	99.35%	98.07%	98.84%	98.36%	99.60%	-1.24%

FY2023 Scheduled Trips Operated Demand Response (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	99.99%	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%	100.00%	100.00%	99.00%	1.00%
BRTA	96.32%	98.48%	98.89%	97.99%	98.45%	98.33%	97.50%	97.43%	97.75%	98.39%	98.28%	98.08%	98.25%	98.50%	98.79%	97.89%	98.39%	98.21%	96.75%	1.46%
CATA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
FRTA	99.16%	98.73%	91.52%	98.14%	96.13%	84.22%	96.88%	95.21%	92.10%	96.22%	75.37%	94.34%	88.64%	93.79%	92.52%	89.90%	92.07%	92.24%	99.00%	-6.76%

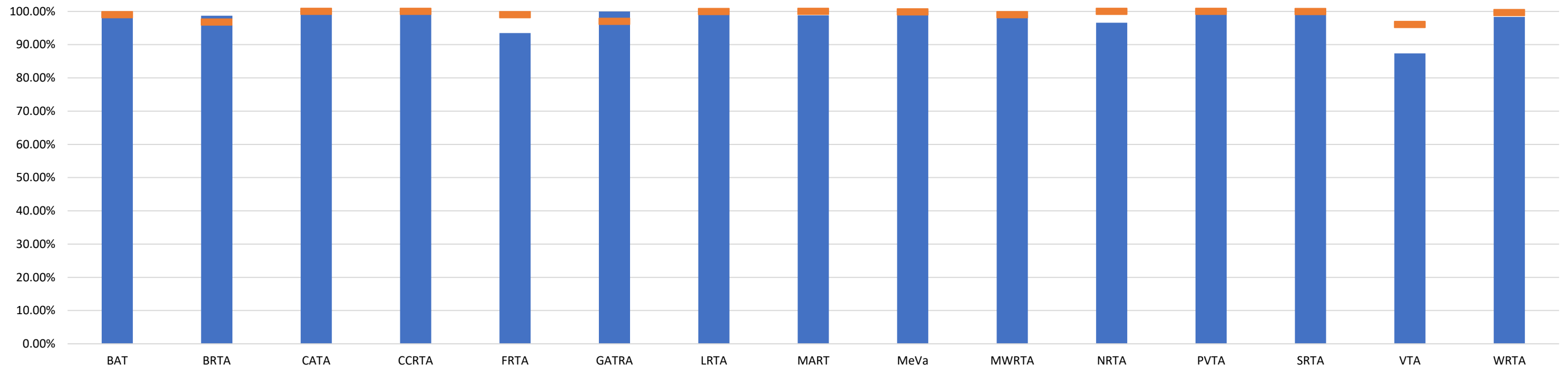
GATRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
LRTA	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	99.98%	99.98%	99.90%	0.09%
MART	99.60%	97.15%	97.58%	98.09%	97.61%	96.08%	95.90%	95.43%	95.80%	95.21%	95.48%	95.96%	95.55%	96.65%	97.00%	97.00%	96.88%	96.88%	98.00%	-1.54%
MeVa	94.92%	95.28%	94.86%	93.66%	94.60%	94.11%	94.08%	92.46%	93.55%	93.99%	93.49%	93.95%	93.81%	94.96%	95.02%	93.25%	94.41%	94.41%	95.39%	-1.30%
MWRTA	99.00%	99.90%	100.00%	100.00%	99.97%	100.00%	100.00%	99.00%	99.67%	100.00%	99.00%	99.00%	99.33%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	0.74%
NRTA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
PVTA	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%	100.00%	100.00%	100.00%	100.00%	0.00%
SRTA	99.90%	99.91%	99.97%	99.98%	99.95%	99.97%	99.85%	99.73%	99.85%	99.71%	99.71%	99.68%	99.70%	99.83%	99.88%	99.82%	99.84%	99.84%	99.90%	-0.06%
VTA	90.75%	99.00%	98.00%	99.00%	98.67%	81.00%	83.00%	80.00%	81.33%	99.00%	98.00%	99.00%	98.67%	80.00%	83.00%	84.00%	82.33%	82.33%	93.00%	-2.75%
WRTA	99.98%	99.96%	99.91%	100.00%	99.96%	99.89%	100.00%	99.89%	99.93%	99.99%	100.00%	100.00%	100.00%	99.97%	99.99%	100.00%	99.99%	99.99%	99.90%	0.07%

FY2023 Scheduled Trips Operated Demand Taxi (1 RTA reporting)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	0.00%	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%	100.00%	100.00%	100.00%	98.00%	2.00%

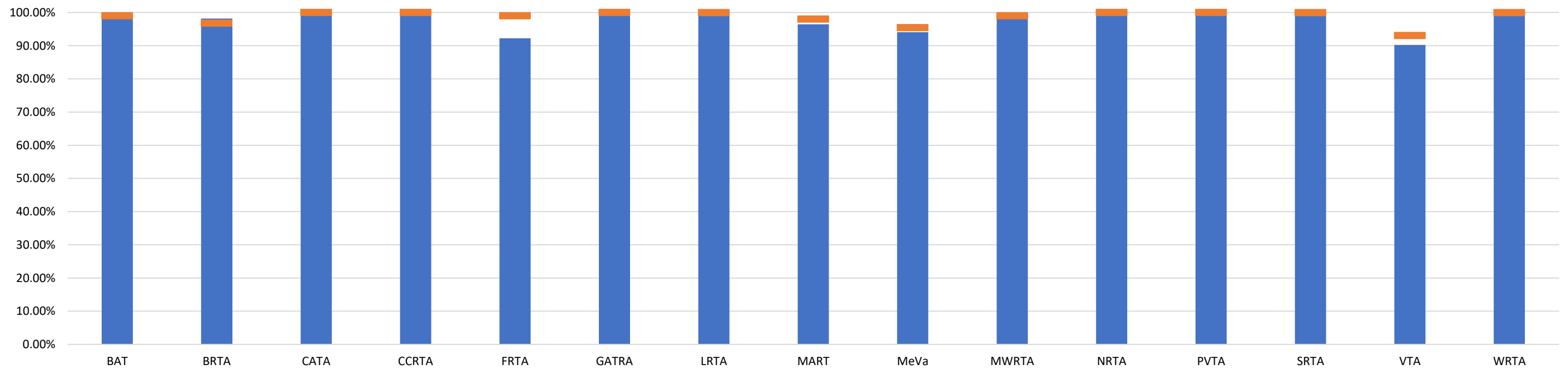


For FY2023, the average percentage of scheduled trips operated fared better for the demand response mode. Still, fixed route performance only dropped to -2.32% at its lowest point for this metric. Potential reasons for a trip to be un-operated include maintenance issues or inclement weather. In addition, limited workforce availability related to the national driver shortage also impact an RTAs ability to full deliver the scheduled number of trips, most notably for the fixed route mode, which, by nature, is rigid and fixed in its deployment. Because demand response service is highly variable and, also by nature, dependent on demand, this mode is more stable in terms of schedule adherence.

FR STO



DR STO



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 100%, as other revenue streams in addition to fares are used to cover operations costs. The actual and target FRR values were compared by calculating the percent difference (variance) between the two values. **Blue 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**.

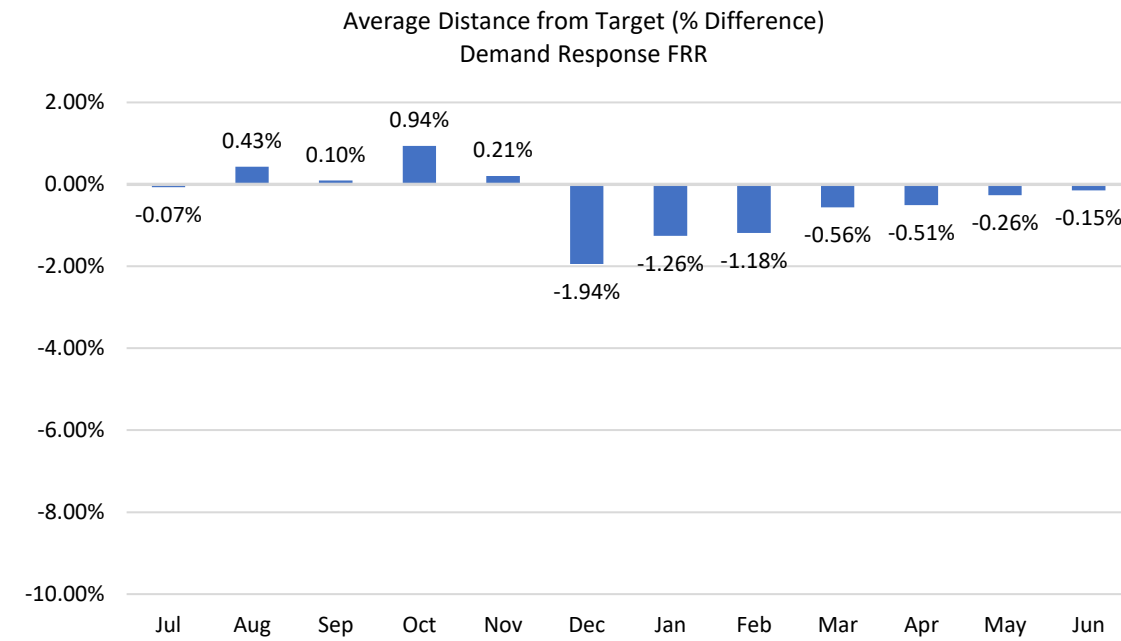
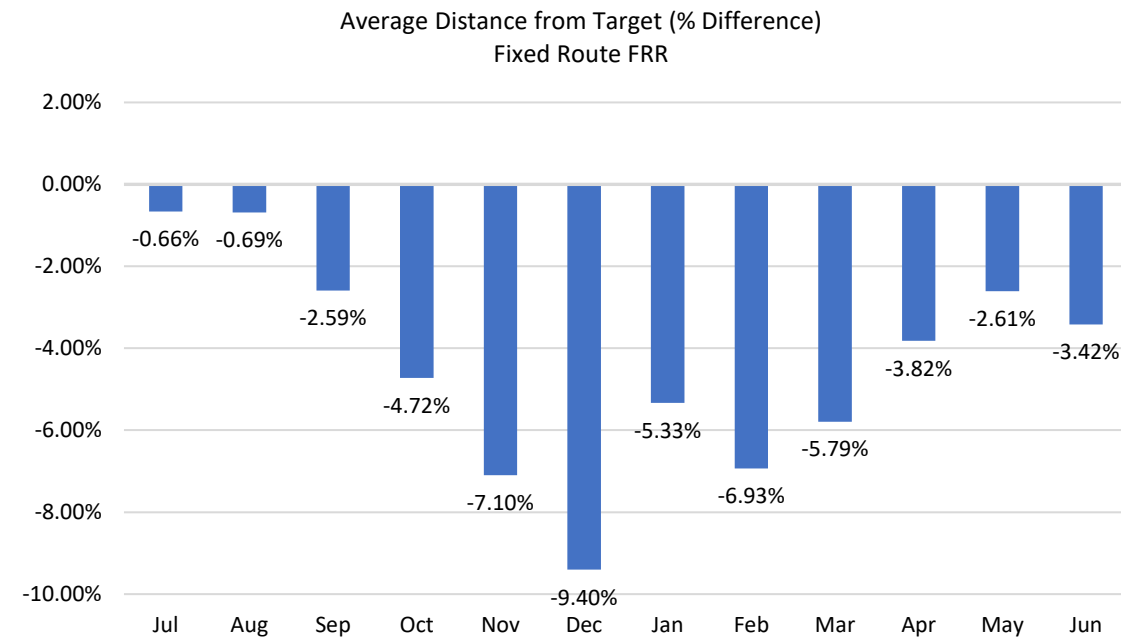
FY2023 Fixed Route Farebox Recovery Ratio (FRR) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	8.32%	13.81%	12.50%	1.31%
BRTA	8.31%	9.28%	8.44%	0.84%
CATA	1.53%	3.19%	2.58%	0.61%
CCRTA	6.58%	4.38%	10.47%	-6.09%
FRTA	0.56%	0.00%	8.00%	-8.00%
GATRA	0.00%	5.29%	12.15%	-6.86%
LRTA	4.60%	9.69%	4.93%	4.76%
MART	6.18%	7.35%	12.00%	-4.65%
MeVa	5.39%	0.00%	5.94%	-5.94%
MWRTA	0.64%	1.05%	10.00%	-8.95%
NRTA	18.00%	20.74%	41.00%	-20.26%
PVTA	7.26%	11.55%	10.00%	1.55%
SRTA	0.00%	9.22%	8.76%	0.46%
VTA	33.69%	24.22%	26.50%	-2.28%
WRTA	0.12%	0.00%	8.64%	-8.64%

FY2023 Demand Response Farebox Recovery Ratio (FRR) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	14.11%	24.76%	20.00%	4.76%
BRTA	6.32%	6.37%	6.64%	-0.27%
CATA	1.56%	12.68%	2.17%	10.51%
CCRTA	3.72%	6.36%	7.01%	-0.65%
FRTA	4.18%	4.16%	13.00%	-8.84%
GATRA	7.56%	4.79%	6.05%	-1.26%
LRTA	3.02%	3.48%	3.94%	-0.46%
MART	14.34%	18.97%	20.07%	-1.10%
MeVa	5.72%	0.01%	6.31%	-6.30%
MWRTA	0.05%	0.50%	3.00%	-2.50%
NRTA	0.33%	0.91%	0.37%	0.54%
PVTA	3.26%	5.87%	7.00%	-1.13%
SRTA	0.00%	3.38%	3.18%	0.20%
VTA	3.67%	11.03%	4.00%	7.03%
WRTA	0.03%	0.75%	8.64%	-7.89%

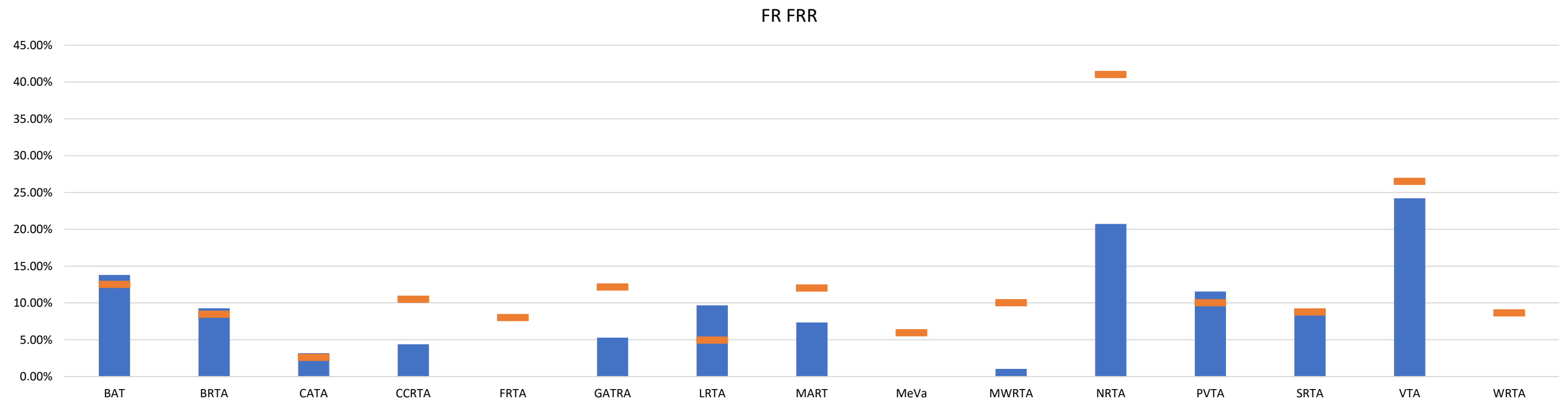
FY2023 Demand Taxi Farebox Recovery Ratio (FRR) 1 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA				
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	1.00%	0.73%	100.00%	-99.27%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA				

Notes:

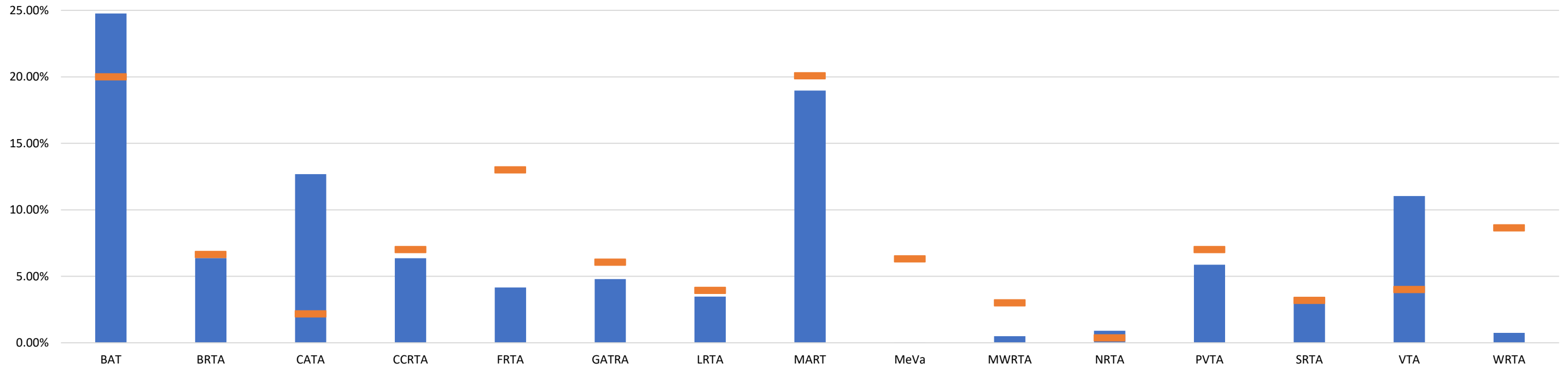
FRTA's demand response data points include contracts with Area Agencies on Aging and supermarkets. CATA does not collect fares on service that is provided for the MBTA, at the direction of the MBTA, which lowers CATA's recovery ratio. FRTA, MWRTA, MVRTA and WRTA all offered fare free services in some capacity during the course of FY2023.



Not all revenue streams are consistent; sometimes large payments (e.g., from universities or other partners who buy lump sum passes/enter service contracts) can cause the farebox recovery ratio to fluctuate from month to month, and quarter to quarter. Fixed route operations experienced greater decreases in farebox recovery than demand response, particularly in December during the state-funded fare free pilot program, known as *Try Transit*. Despite excelling in ridership targets, farebox recovery targets were not as consistent due to RTA inclusion of a farebox recovery ratio target in the MOU, despite local decisions to extend fare free opportunities.



DR FRR



Operating Expenses / Vehicle Revenue Mile (VRM)

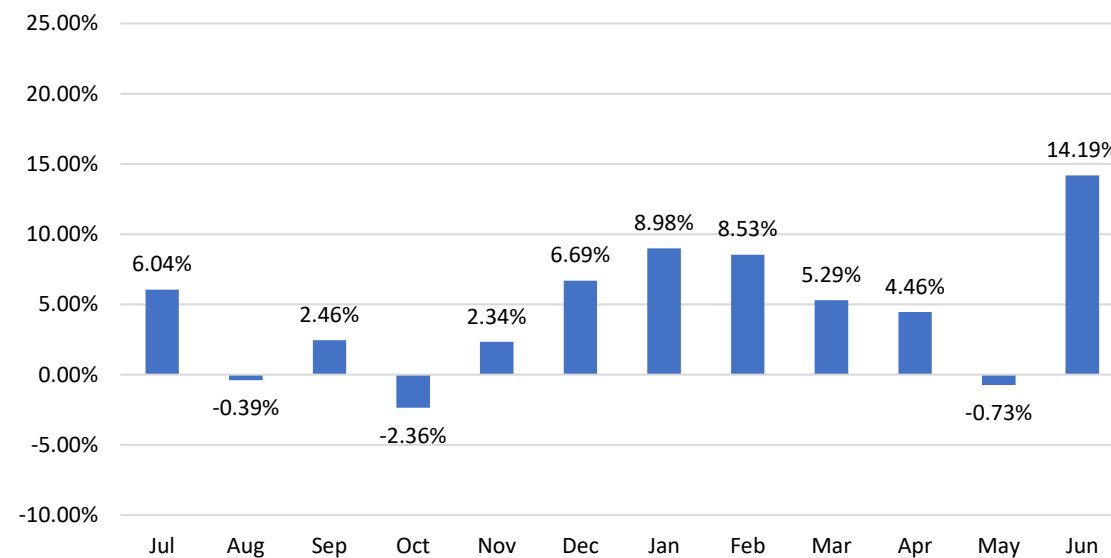
Operating Expense per Vehicle Revenue Mile: This metric is a cost efficiency measure that gives context to operational efficiency on a per mile basis and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total operating cost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

FY2023 Fixed Route OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$9.28	\$10.61	\$10.89	-2.53%
BRTA	\$5.87	\$6.53	\$7.71	-15.34%
CATA	\$5.40	\$10.44	\$8.72	19.75%
CCRTA	\$4.79	\$4.99	\$5.27	-5.48%
FRTA	\$4.76	\$4.52	\$5.07	-10.81%
GATRA	\$4.63	\$7.38	\$4.48	64.64%
LRTA	\$6.77	\$8.42	\$7.65	10.01%
MART	\$9.38	\$8.10	\$7.39	9.71%
MeVa	\$9.13	\$11.33	\$8.86	27.84%
MWRTA	\$5.90	\$5.71	\$6.08	-6.08%
NRTA	\$16.78	\$8.57	\$16.25	-47.26%
PVTA	\$8.58	\$8.86	\$8.50	4.27%
SRTA	\$9.27	\$11.50	\$10.31	11.57%
VTA	\$5.49	\$7.00	\$5.25	33.26%
WRTA	\$11.39	\$11.61	\$12.21	-4.90%

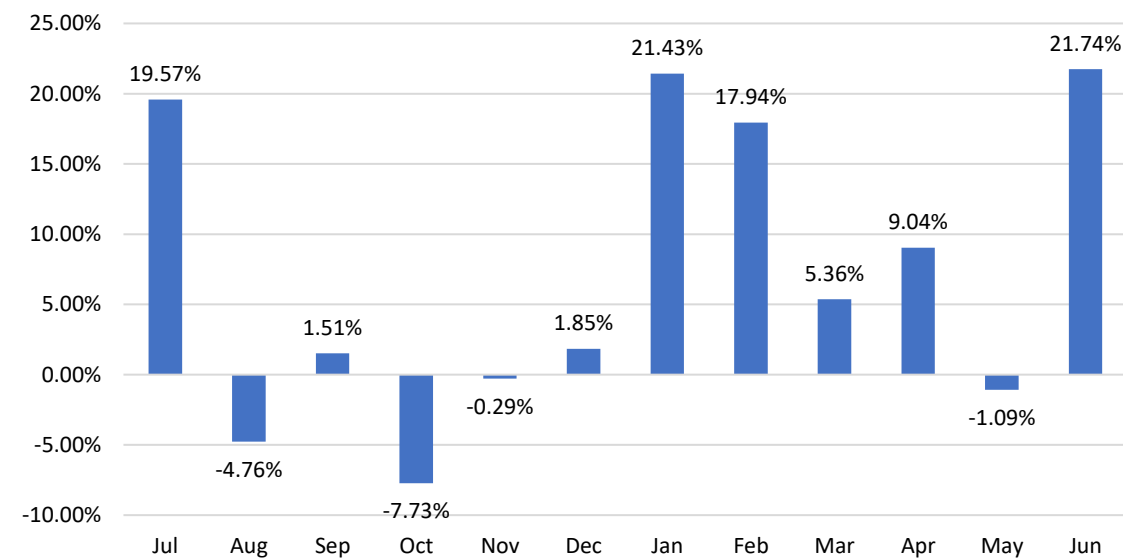
FY2023 Demand Response OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$9.87	\$7.28	\$9.04	-19.48%
BRTA	\$4.75	\$5.03	\$5.66	-11.05%
CATA	\$8.00	\$3.46	\$6.91	-49.99%
CCRTA	\$4.09	\$6.80	\$1.76	285.38%
FRTA	\$11.81	\$6.33	\$4.79	32.07%
GATRA	\$6.61	\$5.21	\$5.25	-0.79%
LRTA	\$6.49	\$4.66	\$7.61	-38.75%
MART	\$7.09	\$6.80	\$5.67	19.96%
MeVa	\$3.48	\$3.39	\$3.38	0.34%
MWRTA	\$6.78	\$8.10	\$7.22	12.20%
NRTA	\$76.63	\$18.19	\$75.00	-75.74%
PVTA	\$7.10	\$4.48	\$4.30	4.25%
SRTA	\$8.22	\$8.57	\$9.59	-10.61%
VTA	\$11.00	\$8.11	\$10.75	-24.54%
WRTA	\$7.62	\$7.49	\$8.38	-10.57%

FY2023 Demand Taxi OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 31 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA				
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$2.20	\$3.36	\$3.07	9.59%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA				

Average Distance from Target (% Variation)
Fixed Route OPEX/VRM

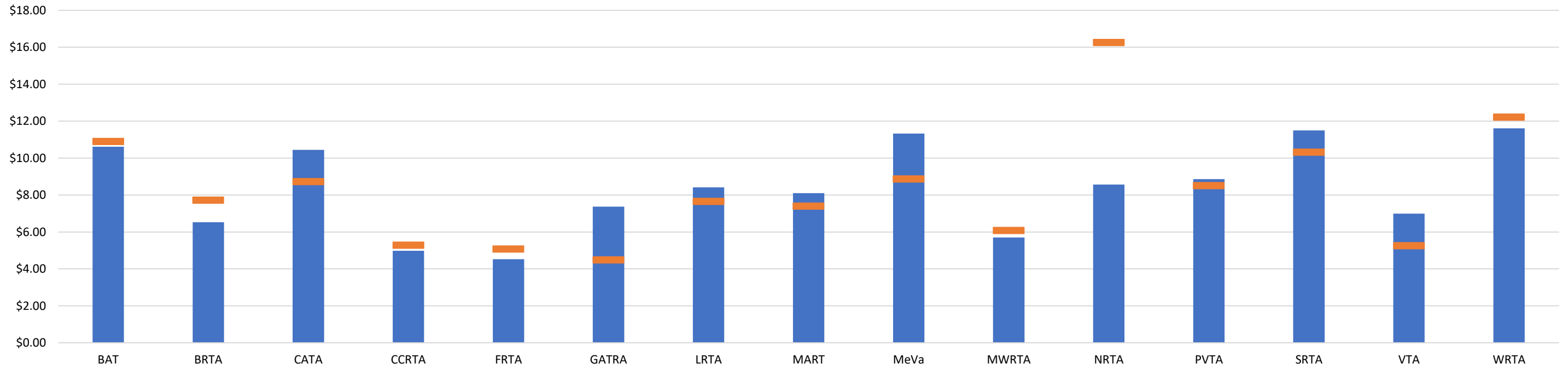


Average Distance from Target (% Variation)
Demand Response OPEX/VRM

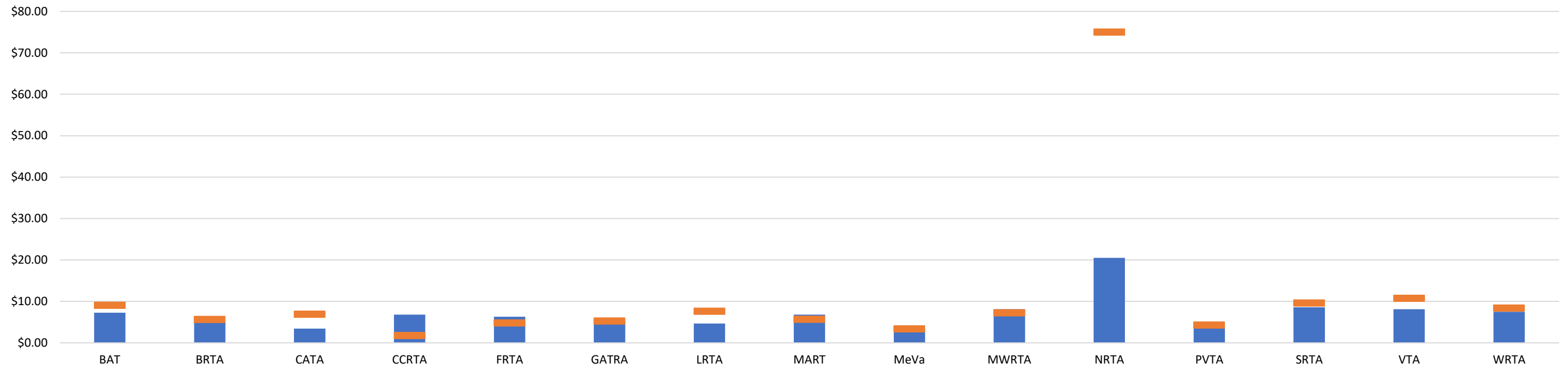


Not all revenue streams are consistent; as with the farebox recovery ratios, large accruals in expenses can cause cost efficiency performance to fluctuate from month to month, and quarter to quarter. Operating costs per vehicle revenue mile tended to be much higher than anticipated due to increased expenses, particularly for demand response. Fixed route expenses were much more on target than previous pandemic years, as some RTAs managed to find operational efficiencies that led to lower than anticipated costs. At most, average fixed route cost efficiency increased above the target by 14.18% in the last month of the fiscal year, likely related to year-end related accruals or RTAs increasing the frequency at which service is operated in response to increasing seasonal ridership demand. Demand response cost efficiency did not fare as well as fixed route, as this is a much more expensive mode to operate and dependent on variable trip length.

FR OPEX/VRM



DR OPEX/VRM



Operating Expenses / Vehicle Revenue Hour (VRH)

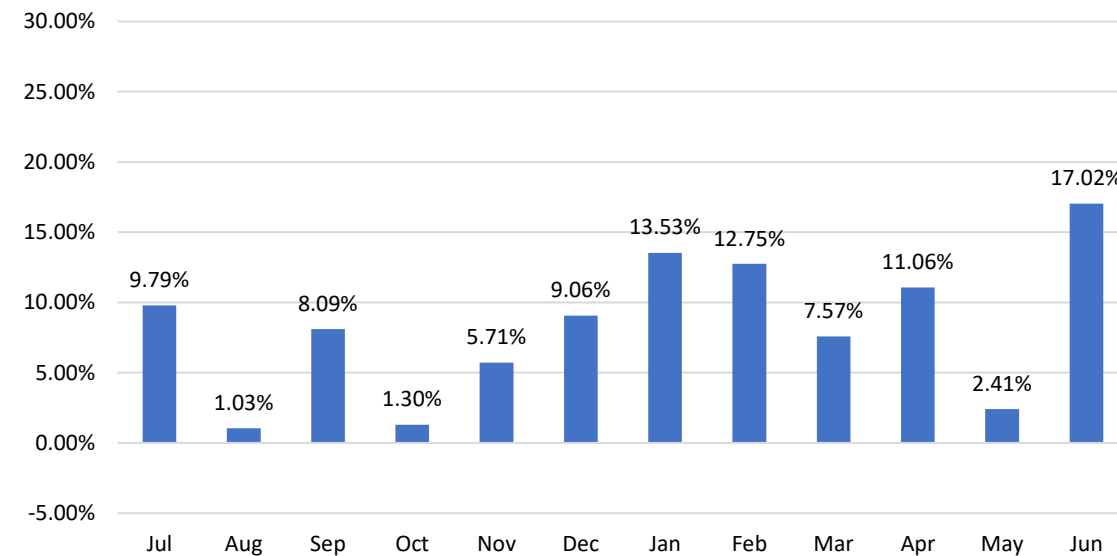
Operating Expense per Vehicle Revenue Hour: This metric is a cost efficiency measure and helps to understand operational efficiency on a per hour basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating cost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

FY2023 Fixed Route OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$128.01	\$110.61	\$147.65	-25.08%
BRTA	\$103.56	\$122.53	\$135.73	-9.73%
CATA	\$65.28	\$118.44	\$123.42	-4.03%
CCRTA	\$85.65	\$94.10	\$63.82	47.44%
FRTA	\$132.47	\$111.17	\$100.84	10.24%
GATRA	\$86.78	\$134.60	\$82.00	64.14%
LRTA	\$100.41	\$128.53	\$113.38	13.36%
MART	\$144.17	\$135.57	\$113.54	19.40%
MeVa	\$100.26	\$121.55	\$97.27	24.96%
MWRTA	\$83.00	\$81.47	\$85.42	-4.62%
NRTA	\$183.33	\$94.50	\$175.00	-46.00%
PVTA	\$114.27	\$127.63	\$116.10	9.93%
SRTA	\$121.89	\$145.29	\$130.29	11.51%
VTA	\$87.16	\$111.31	\$92.00	20.99%
WRTA	\$133.71	\$141.95	\$139.68	1.62%

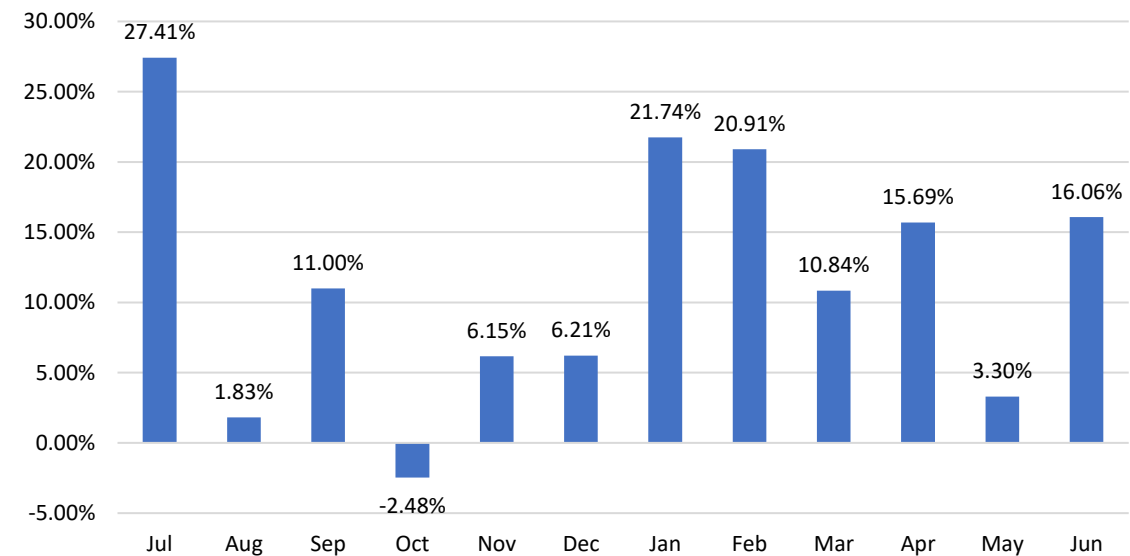
FY2023 Demand Response OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$68.54	\$79.49	\$75.00	5.99%
BRTA	\$44.07	\$62.94	\$45.67	37.82%
CATA	\$95.43	\$49.02	\$86.55	-43.37%
CCRTA	\$47.51	\$83.56	\$25.53	227.36%
FRTA	\$116.79	\$94.91	\$58.77	61.49%
GATRA	\$74.31	\$74.96	\$63.85	17.40%
LRTA	\$83.03	\$58.86	\$97.34	-39.54%
MART	\$103.50	\$107.98	\$82.80	30.41%
MeVa	\$51.80	\$56.49	\$50.25	12.42%
MWRTA	\$97.37	\$90.75	\$103.71	-12.49%
NRTA	\$679.00	\$121.76	\$650.00	-81.27%
PVTA	\$93.30	\$66.33	\$63.30	4.79%
SRTA	\$119.55	\$131.31	\$128.58	2.13%
VTA	\$158.17	\$115.91	\$130.00	-10.84%
WRTA	\$109.78	\$120.04	\$123.18	-2.54%

FY2023 Demand Taxi OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 1 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA				
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$83.44	\$140.06	\$128.77	8.77%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA				

Average Distance from Target (% Variation)
Fixed Route OPEX/VRH

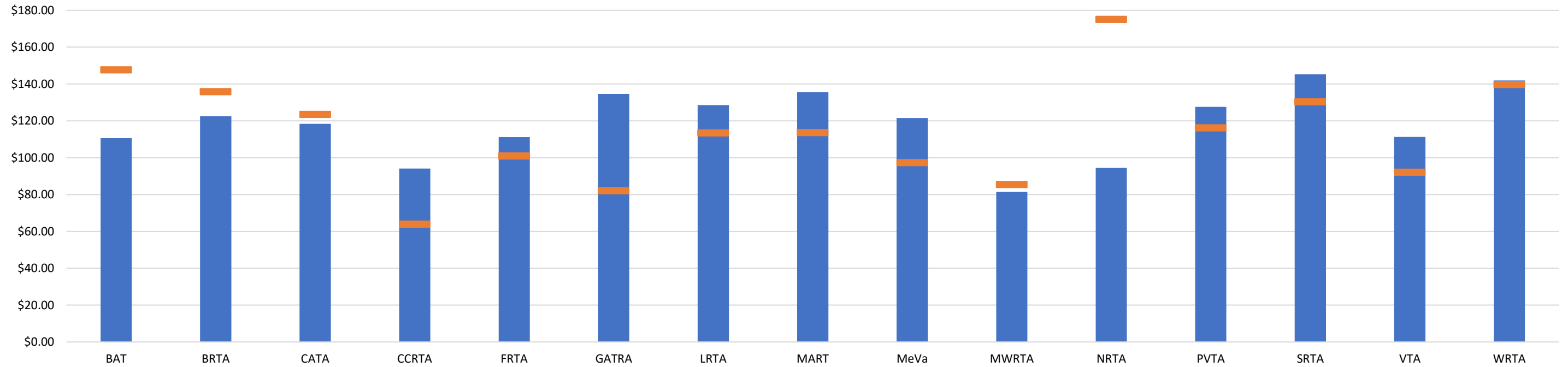


Average Distance from Target (% Variation)
Demand Response OPEX/VRH

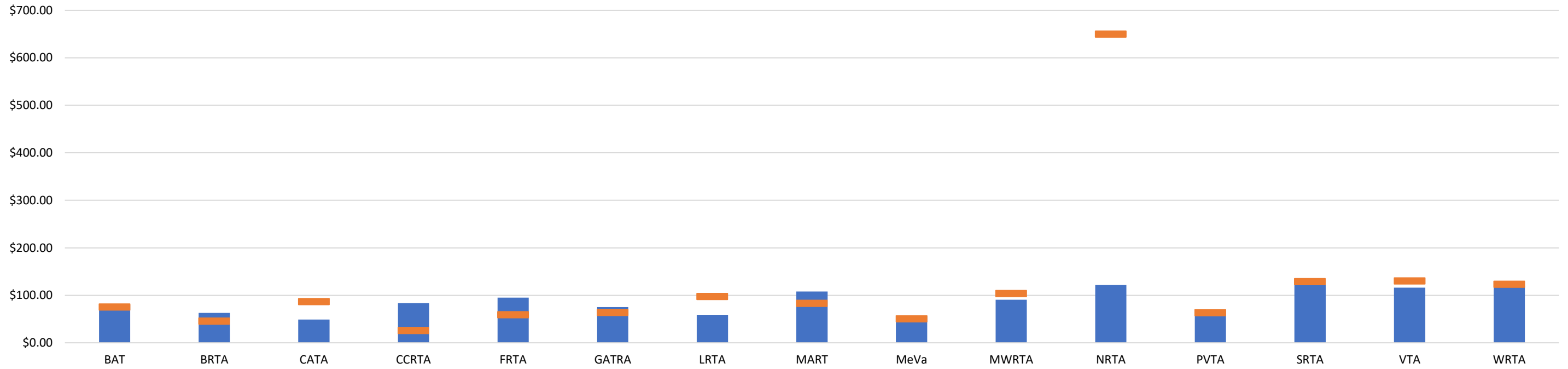


Not all revenue streams are consistent; as with the farebox recovery ratios, large accruals in expenses can cause cost efficiency performance to fluctuate from month to month, and quarter to quarter. Operating costs per vehicle revenue hour tended to be much higher than anticipated due to decreased ridership coupled with increased expenses, particularly for demand response, though not as drastic as previous pandemic years. As with efficiencies related to vehicle revenue miles, average efficiencies for fixed route vehicle revenue hours were at their highest in the last month of the fiscal year, likely related to year-end related accruals or RTAs increasing the frequency at which service is operated in response to increasing seasonal ridership demand. Again, demand response cost efficiency did not fare as well as fixed route, due to the expensive expense modal operations requirements and variable service delivery through the course of the year.

FR OPEX/VRH



DR OPEX/VRH



Operating Expenses / Unlinked Passenger Trips (UPT)

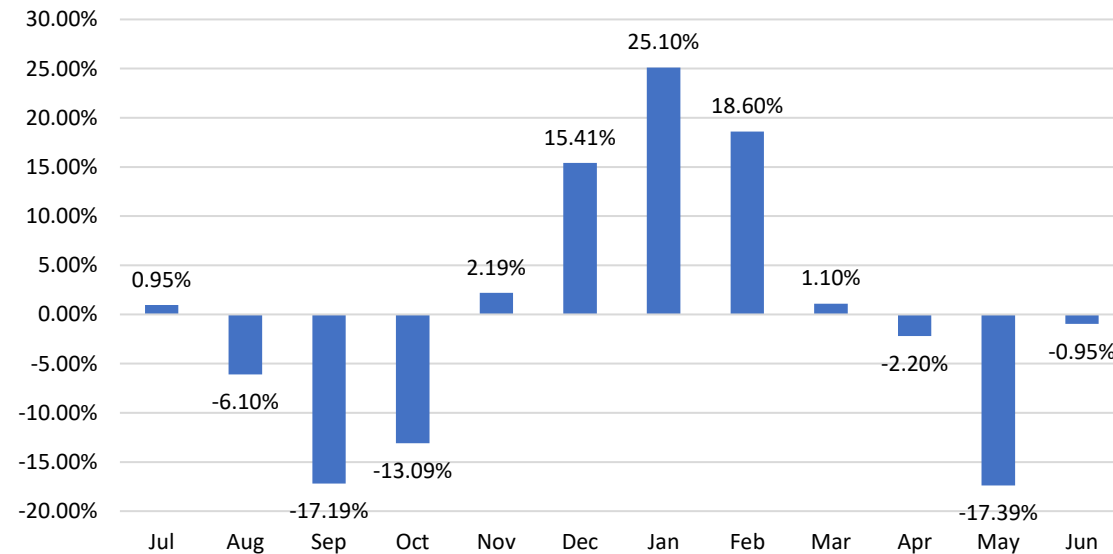
Operating Expense per Unlinked Passenger Trip: This metric is a cost efficiency measure and helps to understand operational efficiency on a per passenger basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating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

FY2023 Fixed Route OPEX/UPT (Operating Expenses/ Unlinked Passenger Trip) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$8.71	\$7.00	\$9.05	-22.67%
BRTA	\$16.38	\$11.96	\$14.21	-15.87%
CATA	\$15.12	\$21.66	\$19.39	11.69%
CCRTA	\$8.37	\$14.87	\$10.66	39.42%
FRTA	\$35.04	\$18.75	\$15.23	23.11%
GATRA	\$17.22	\$17.90	\$13.30	34.59%
LRTA	\$14.85	\$11.41	\$15.77	-27.67%
MART	\$25.68	\$20.81	\$18.49	12.54%
MeVa	\$15.63	\$9.48	\$15.16	-37.45%
MWRTA	\$29.76	\$18.08	\$21.40	-15.49%
NRTA	\$27.92	\$10.83	\$25.00	-56.67%
PVTA	\$9.90	\$5.84	\$6.30	-7.34%
SRTA	\$8.99	\$7.88	\$7.39	6.70%
VTA	\$10.11	\$7.76	\$9.00	-13.82%
WRTA	\$9.71	\$6.06	\$10.51	-42.29%

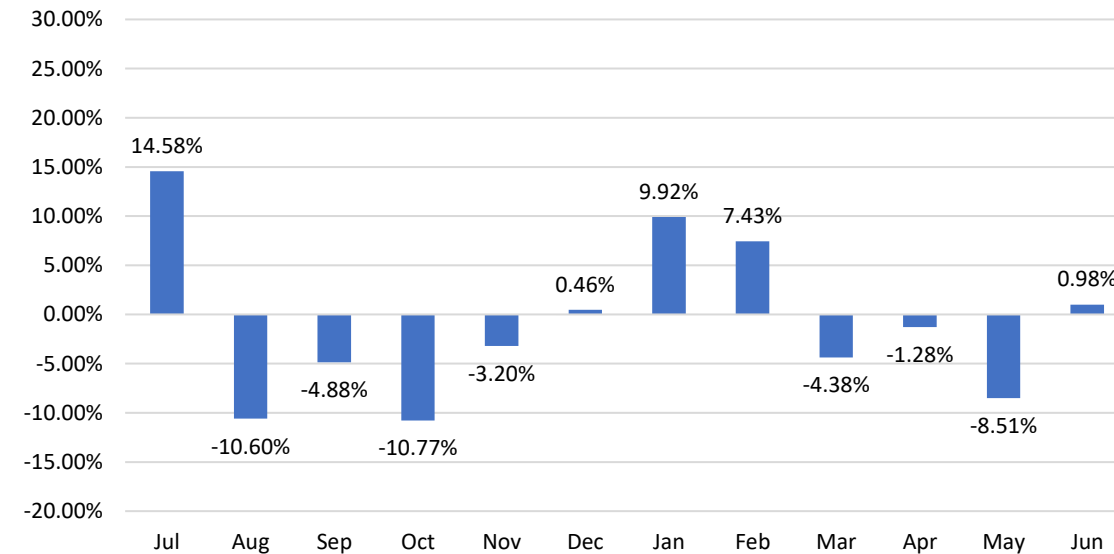
FY2023 Demand Response OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$59.53	\$32.50	\$45.00	-27.79%
BRTA	\$48.25	\$49.45	\$44.44	11.28%
CATA	\$54.02	\$16.56	\$43.37	-61.83%
CCRTA	\$19.41	\$44.81	\$12.42	260.92%
FRTA	\$88.47	\$47.94	\$36.97	29.66%
GATRA	\$49.84	\$36.29	\$30.95	17.26%
LRTA	\$45.75	\$27.89	\$52.09	-46.47%
MART	\$60.61	\$46.62	\$48.49	-3.86%
MeVa	\$40.28	\$34.47	\$39.08	-11.80%
MWRTA	\$53.57	\$43.08	\$53.43	-19.39%
NRTA	\$598.75	\$71.51	\$550.00	-87.00%
PVTA	\$81.97	\$48.53	\$46.80	3.70%
SRTA	\$61.73	\$64.77	\$69.47	-6.76%
VTA	\$144.79	\$58.54	\$120.00	-51.21%
WRTA	\$62.44	\$49.44	\$67.74	-27.02%

FY2023 Demand Taxi OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 1 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA				
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$19.80	\$38.84	\$37.09	4.73%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA				

Average Distance from Target (% Variation)
Fixed Route OPEX/UPT

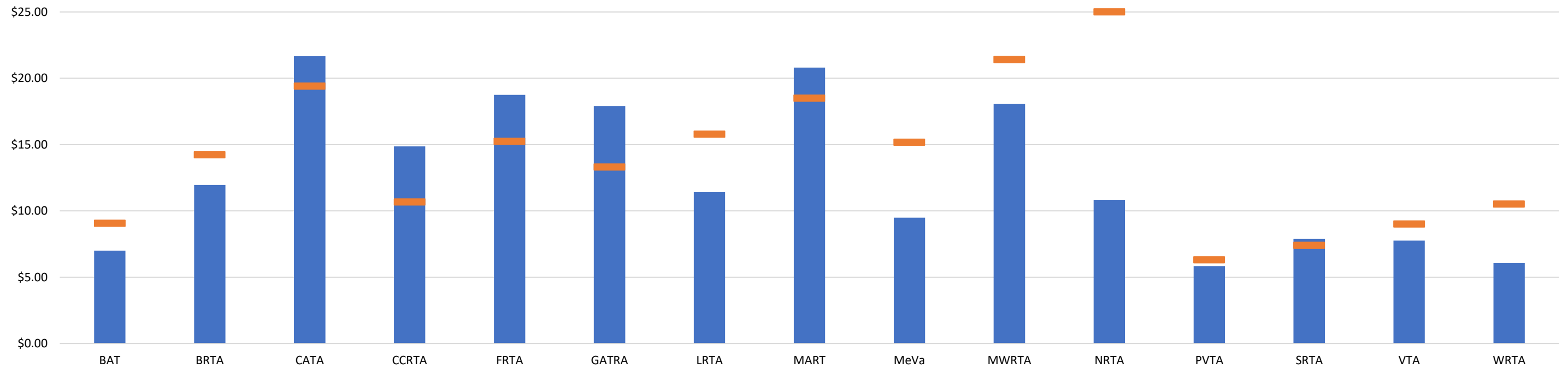


Average Distance from Target (% Difference)
OPEX/UPT

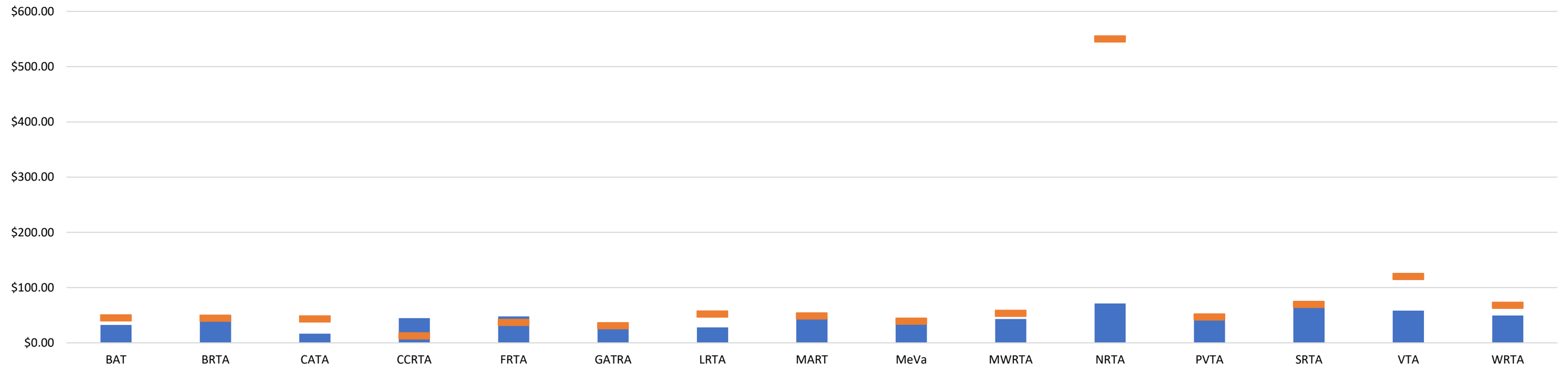


Not all revenue streams are consistent; as with the farebox recovery ratios, large accruals in expenses can cause cost efficiency performance to fluctuate from month to month, and quarter to quarter. Operating costs per unlinked passenger trip tended to be higher than anticipated due to decreased ridership coupled with increased expenses, particularly for fixed route, though not as drastic as previous pandemic years. Demand response proved to be, on average, more efficient on a per passenger basis, despite the higher overall expense to operate. Because this metric is tied to ridership, rather than the level of service provided, the average distance from the target more closely mirrors ridership trend and seasonality.

FR OPEX/UPT



DR OPEX/UPT



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.³⁵ On average, RTA rolling stock fleets consist of buses, cutaways, vans, and minivans. RTA rolling stock fleets are generally in a state of good repair (SGR), despite RTA reported delays in vehicle deliveries because of pandemic related supply shortages. With a few exceptions, most of the reported rolling stock that is beyond useful life is under 30%. Lower performance percentages are representative of a better SGR. Based on the FY2023 performance, RTAs should prioritize capital replacement of cutaway and bus fleets.

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.

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.³⁶



Rolling Stock: Bus (BU) 14 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT	3.00%	2.22%	0.78%
BRTA	11.11%	11.11%	0.00%
CATA	30.00%	47.62%	-17.62%
CCRTA	0.00%	4.76%	-4.76%

³⁵ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

³⁶ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

FRTA*	23.00%	23.00%	0.00%
GATRA	9.00%	3.33%	5.67%
LRTA	0.00%	0.00%	0.00%
MART	10.00%	5.26%	4.74%
MeVa	10.00%	0.00%	10.00%
MWRTA			
NRTA	0.00%	68.42%	-68.42%
PVTA	14.00%	39.41%	-25.41%
SRTA	25.00%	42.19%	-17.19%
VTA	3.00%	3.23%	-0.23%
WRTA	18.18%	18.52%	-0.34%

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.³⁷



Rolling Stock: Cutaway (CU) 14 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT	25.00%	25.00%	0.00%
BRTA	30.00%	37.50%	-7.50%
CATA	5.00%	64.29%	-59.29%
CCRTA	10.00%	0.00%	10.00%
FRTA*	40.00%	40.00%	0.00%
GATRA	2.00%	8.16%	-6.16%
LRTA	50.00%	41.30%	8.70%
MART	10.00%	2.72%	7.28%
MeVa	13.00%	12.90%	0.10%
MWRTA	25.00%	20.95%	4.05%
NRTA			
PVTA	57.00%	89.86%	-32.86%
SRTA	25.00%	38.71%	-13.71%
VTA	0.00%	0.00%	0.00%
WRTA	26.00%	16.07%	9.93%

³⁷ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

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.³⁸



Rolling Stock: Minivan (MV) 5 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT		0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA			
CCRTA	0.00%	10.00%	-10.00%
FRTA*			
GATRA			
LRTA	100.00%	100.00%	0.00%
MART			
MeVa			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	0.00%	100.00%	-100.00%
WRTA	100.00%	100.00%	0.00%

³⁸ 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.³⁹



Rolling Stock: Van (VN) 7 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT	14.00%	7.27%	6.73%
BRTA			
CATA			
CCRTA			
FRTA*	41.00%	41.08%	-0.08%
GATRA	11.00%	5.77%	5.23%
LRTA			
MART			
MeVa			
MWRTA	0.00%	0.00%	0.00%
NRTA	0.00%	50.00%	-50.00%
PVTA			
SRTA			
VTA	0.00%	100.00%	-100.00%
WRTA			

³⁹ 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.⁴⁰

Rolling Stock: Automobile (AO) 1 RTA Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MEVA			
MWRTA	100.00%	100.00%	0.00%
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.⁴¹



Rolling Stock: Articulated Bus (AB) 1 RTA Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			

⁴⁰ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁴¹ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

LRTA			
MART			
MeVa			
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA			
VTA			
WRTA			

Equipment

Equipment: Non-revenue support service vehicles such as automobiles, trucks, or steel wheel vehicles used by supervisors or maintenance staff.⁴² On average, RTA support fleets consist of automobiles, trucks, and other rubber tire vehicles. RTA equipment fleets are generally in a state of good repair (SGR), though slightly less so than RTA revenue fleets. Support fleet SGR performance ranges between 0% and 100% beyond the useful life benchmark. Lower performance percentages are representative of a better SGR. Based on the FY2023 performance, RTAs should prioritize capital replacement of service automobiles.

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.

Automobiles: Passenger cars, including station wagons. Excludes SUVs (crossovers and traditional SUVs), vans, minivans, and pickup trucks.⁴³

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.⁴⁴

Equipment: Automobiles 12 RTAs Reporting				Equipment: Trucks and Other Rubber Tire Vehicles 14 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference	RTA	FY2023 Target (%)	FY2023 Performance (%)	Difference
BAT	50.00%	50.00%	0.00%	BAT	50.00%	50.00%	0.00%
BRTA	100.00%	100.00%	0.00%	BRTA	100.00%	100.00%	0.00%
CATA				CATA	100.00%	100.00%	0.00%
CCRTA	0.00%	0.00%	0.00%	CCRTA	10.00%	0.00%	10.00%
FRTA*			-	FRTA*			
	0.00%	100.00%	100.00%		0.00%	0.00%	0.00%
GATRA	10.00%	33.33%	-23.33%	GATRA	0.00%	28.57%	-28.57%
LRTA	66.67%	50.00%	16.67%	LRTA	50.00%	50.00%	0.00%
MART				MART	12.00%	7.69%	4.31%
MeVa	100.00%	100.00%	0.00%	MeVa	7.00%	8.33%	-1.33%
MWRTA				MWRTA	50.00%	50.00%	0.00%

⁴² National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

⁴³ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁴⁴ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

NRTA	0.00%	100.00%	- 100.00%
PVTA	83.00%	83.00%	0.00%
SRTA	50.00%	100.00%	-50.00%
VTA	0.00%	44.44%	-44.44%
WRTA	50.00%	50.00%	0.00%

NRTA	0.00%	0.00%	0.00%
PVTA	40.00%	38.30%	1.70%
SRTA	50.00%	45.00%	5.00%
VTA			
WRTA	100.00%	62.50%	37.50%

Facilities

Facilities: All passenger facilities used in revenue service as well as administrative and maintenance facilities for which the agency has a capital responsibility.⁴⁵ While all RTAs have at least one administrative and/or maintenance facility, not all RTAs have a stand-alone passenger facility. RTA facilities are generally in a state of good repair (SGR). With two exceptions, all reported facilities are above a 3.0 on the TERM Scale. Lower performance percentages are representative of a better SGR.

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.

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.⁴⁶



Facilities: Passenger / Parking Facilities 11			
RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 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	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%

⁴⁵ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁴⁶ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

MeVa	0.00%	0.00%	0.00%
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA	0.00%	0.00%	0.00%
VTA	0.00%	0.00%	0.00%
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.⁴⁷



Facilities: Administrative / Maintenance Facilities 15 RTAs Reporting			
RTA	FY2023 Target (%)	FY2023 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%

⁴⁷ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

MART	0.00%	0.00%	0.00%
MeVa	0.00%	0.00%	0.00%
MWRTA	0.00%	0.00%	0.00%
NRTA	0.00%	0.00%	0.00%
PVTA	0.00%	0.00%	0.00%
SRTA	0.00%	50.00%	-50.00%
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%

Safety Performance Metric Analysis

Fatalities

Fatalities: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that results in a fatality.⁴⁸ Fatalities that occur because of illnesses, drug overdoses, or other natural causes are not reportable.⁴⁹ With one exception, RTAs' CY2022 performance was on target for fatalities.

Note: This metric is only reported by Section 5307 recipient RTAs. PVTA assigns targets and reports this metric systemwide and not by mode.

Fatalities – Fixed Route			
RTA	Target	Actual	% Variance
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%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa	0.00	0.00	0.00%
MWRTA	0.00	0.00	0.00%
PVTA		0.00	0.00%
SRTA	0.00	1.00	100.00%
WRTA	0.00	0.00	0.00%

Fatalities – Demand Response			
RTA	Target	Actual	% Variance
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%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa	0.00	0.00	0.00%
MWRTA	0.00	0.00	0.00%
PVTA		0.00	0.00%
SRTA	0.00	0.00	0.00%
WRTA	0.00	0.00	0.00%

Fatality Rate (per 1M VRM) – Fixed Route			
RTA	Target	Actual	% Variance
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%
GATRA	0.00	0.00	0.00%

Fatality Rate (per 1M VRM) – Demand Response			
RTA	Target	Actual	% Variance
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%
GATRA	0.00	0.00	0.00%

⁴⁸ FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual.

(https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

⁴⁹ FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual.

(https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa	0.00	0.00	0.00%
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	0.60	100.00%
WRTA	0.00	0.00	0.00%

LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa	0.00	0.00	0.00%
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	0.00	0.00%
WRTA	0.00	0.00	0.00%

Injuries

Injuries: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that results in any damage or harm to persons that requires immediate medical attention away from the scene. Illnesses (e.g., seizure, heart attack) that require immediate medical attention away from the scene are not reportable.⁵⁰ For the most part, RTAs' CY2022 performance was well below the target for reportable injuries.

Note: This metric is only reported by Section 5307 recipient RTAs. PVTA assigns targets and reports this metric systemwide and not by mode.

CY22 Fixed Route Injuries			
RTA	Target	Actual	% Variance
BAT	10.00	10.00	0.00%
BRTA	4.00	3.00	-25.00%
CATA	1.00	0.00	-100.00%
CCRTA	8.00	0.00	-100.00%
GATRA	3.00	0.00	-100.00%
LRTA	2.00	2.00	0.00%
MART	5.00	2.00	-60.00%
MeVa	30.00	0.00	-100.00%
MWRTA	12.00	3.00	-75.00%
PVTA		5.00	0.00%
SRTA	8.00	3.00	-62.50%
WRTA	10.00	8.00	-20.00%

CY22 Demand Response Injuries			
RTA	Target	Actual	% Variance
BAT	4.00	1.00	-75.00%
BRTA	0.00	0.00	0.00%
CATA	1.00	0.00	-100.00%
CCRTA	4.00	0.00	-100.00%
GATRA	2.00	0.00	-100.00%
LRTA	1.00	0.00	-100.00%
MART	5.00	1.00	-80.00%
MeVa	30.00	0.00	-100.00%
MWRTA	8.00	0.00	-100.00%
PVTA		0.00	0.00%
SRTA	1.00	0.00	-100.00%
WRTA	1.00	0.00	-100.00%

CY22 Fixed Route Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	10.00	10.00	0.00%
BRTA	4.00	3.00	-25.00%
CATA	1.00	0.00	-100.00%
CCRTA	8.00	0.00	-100.00%
GATRA	3.00	0.00	-100.00%
LRTA	2.00	2.00	0.00%
MART	5.00	2.00	-60.00%
MeVa	30.00	0.00	-100.00%
MWRTA	12.00	3.00	-75.00%
PVTA		5.00	0.00%
SRTA	8.00	3.00	-62.50%
WRTA	10.00	8.00	-20.00%

CY22 Demand Response Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	4.00	1.00	-75.00%
BRTA	0.00	0.00	0.00%
CATA	1.00	0.00	-100.00%
CCRTA	4.00	0.00	-100.00%
GATRA	2.00	0.00	-100.00%
LRTA	1.00	0.00	-100.00%
MART	5.00	1.00	-80.00%
MeVa	30.00	0.00	-100.00%
MWRTA	8.00	0.00	-100.00%
PVTA		0.00	0.00%
SRTA	1.00	0.00	-100.00%
WRTA	1.00	0.00	-100.00%

⁵⁰ FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

BAT	7.60	8.68	14.21%
BRTA	4.20	3.37	-19.76%
CATA	4.80	0.00	-100.00%
CCRTA	0.60	0.00	-100.00%
GATRA	2.60	0.00	-100.00%
LRTA	1.50	2.08	38.67%
MART	7.50	2.28	-69.60%
MeVa	2.00	0.00	-100.00%
MWRTA	1.00	2.90	190.00%
PVTA		1.10	
SRTA	5.20	1.91	-63.27%
WRTA	5.10	3.89	-23.73%

BAT	5.90	2.02	-65.76%
BRTA	0.00	0.00	0.00%
CATA	8.20	0.00	-100.00%
CCRTA	0.10	0.00	-100.00%
GATRA	1.10	0.00	-100.00%
LRTA	2.40	0.00	-100.00%
MART	2.00	1.14	-43.00%
MeVa	2.00	0.00	-100.00%
MWRTA	1.00	0.00	-100.00%
PVTA		0.00	
SRTA	1.90	0.00	-100.00%
WRTA	0.80	0.00	-100.00%

Safety Events

Safety Events: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that is inclusive of the following event types⁵¹:

- Collisions (i.e., an impact of a transit vehicles with another vehicle or object)
- Unsuppressed fires
- Hazardous material spills
- Acts of God (e.g., natural catastrophes, such as earthquakes, floods, hurricanes, tornados, other high winds, lightning, snow, and ice storms)

For the most part, RTAs' CY2022 performance was well below the target for reportable safety events.

Note: This metric is only reported by Section 5307 recipient RTAs.

CY22 Fixed Route Safety Events			
RTA	Target	Actual	% Variance
BAT	6.00	3.00	-50.00%
BRTA	3.20	1.00	-68.75%
CATA	1.00	0.00	-100.00%
CCRTA	16.00	0.00	-100.00%
GATRA	3.00	0.00	-100.00%
LRTA	2.00	5.00	150.00%
MART	5.00	2.00	-60.00%

CY22 Demand Response Safety Events			
RTA	Target	Actual	% Variance
BAT	4.00	1.00	-75.00%
BRTA	0.00	1.00	100.00%
CATA	1.00	0.00	-100.00%
CCRTA	8.00	0.00	-100.00%
GATRA	2.00	0.00	-100.00%
LRTA	1.00	0.00	-100.00%
MART	5.00	1.00	-80.00%

⁵¹ FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

MeVa	31.00	0.00	-100.00%
MWRTA	15.00	2.00	-86.67%
PVTA		2.00	
SRTA	8.00	2.00	-75.00%
WRTA	9.00	8.00	-11.11%

MeVa	31.00	0.00	-100.00%
MWRTA	10.00	1.00	-90.00%
PVTA		0.00	
SRTA	1.00	0.00	-100.00%
WRTA	1.00	0.00	-100.00%

CY22 Fixed Route Safety Event Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	4.60	2.60	-43.48%
BRTA	3.20	1.12	-65.00%
CATA	4.80	0.00	-100.00%
CCRTA	1.20	0.00	-100.00%
GATRA	2.60	0.00	-100.00%
LRTA	1.50	5.21	247.33%
MART	7.50	2.28	-69.60%
MeVa	2.10	0.00	-100.00%
MWRTA	1.25	1.93	54.40%
PVTA		0.44	
SRTA	5.20	1.28	-75.38%
WRTA	4.60	3.39	-26.33%

CY22 Demand Response Safety Event Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	5.90	2.02	-65.76%
BRTA	0.00	4.25	100.00%
CATA	8.20	0.00	-100.00%
CCRTA	0.20	0.00	-100.00%
GATRA	1.10	0.00	-100.00%
LRTA	2.40	0.00	-100.00%
MART	2.00	0.59	-70.50%
MeVa	2.10	0.00	-100.00%
MWRTA	1.25	1.28	2.40%
PVTA		0.00	
SRTA	1.90	0.00	-100.00%
WRTA	0.80	0.00	-100.00%

Preventable Accidents per 100,000 Vehicle Revenue Miles (VRM)

Preventable Accidents / 100K VRM: The number of preventable accidents for every 100,000 revenue miles operated. A preventable accident is defined as an accident in which the transit personnel did not do everything reasonably expected to prevent the accident from occurring. RTAs' FY2023 performance was well below the target for preventable accidents.

Note: This metric is only reported by Section 5311 recipient RTAs.

FY2023 Fixed Route Preventable Accidents / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	2.06	0.50	1.44	-65.45%
NRTA	0.00	0.33	0.00	-0.33%
VTA	0.00	0.17	4.50	-96.30%

FY2023 Demand Response Preventable Accident / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	3.18	1.45	1.45	-0.11%
NRTA	0.00	0.00	0.00	0.00%
VTA	0.00	0.00	3.00	-100.00%

Summary & Next Steps

This FY2023 progress report provides a description of the system of performance metrics bilaterally agreed to by MassDOT RTD and the RTAs and includes analysis of individual performance results, as required by the Act. The data underscores the individual characteristics of each RTA and demonstrates that the recovery from the COVID-19 pandemic has impacted each in different ways. For the FY2022-2023 MOU period, RTD recognized that targeting a return to FY2019 performance is not a sustainable practice for all RTAs, and therefore required the use of a midpoint baseline for target setting purposes. Some RTAs chose to revise the initial estimations for FY2023 following a review of FY2022 data. As shown in Figure 12, the RTAs on average exceeded ridership targets for both modes. The demand response mode performed quite well, likely due to microtransit or other flexible service offerings. In correlation with this observation, RTA productivity also exceeded expected targets (Figure 13). Fare revenue collection was fairly on target, though fare free programs, including the state funded pilot operated in December of 2022, impacted fixed route estimations. Cost efficiency targets were on average within 12% of their expected performance, meaning that, despite rising costs, RTAs have a good grasp on expected operating expenses. RTA cost per passenger was lower, and therefore more efficient, than predicted due to exceeded expectations in overall ridership. From a customer service perspective, RTA average on-time was also on target, though increased congestion prevented the RTAs from exceeding this target. Schedule adherence was very close to RTA expectations, despite challenges with workforce availability.

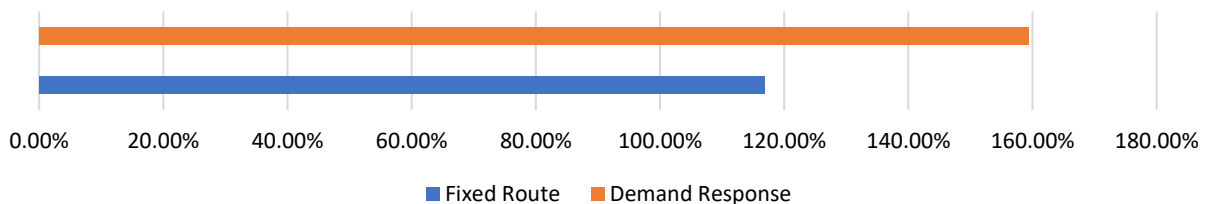


Figure 12. Average year-to-date (YTD) distance from the identified target for unlinked passenger trips.

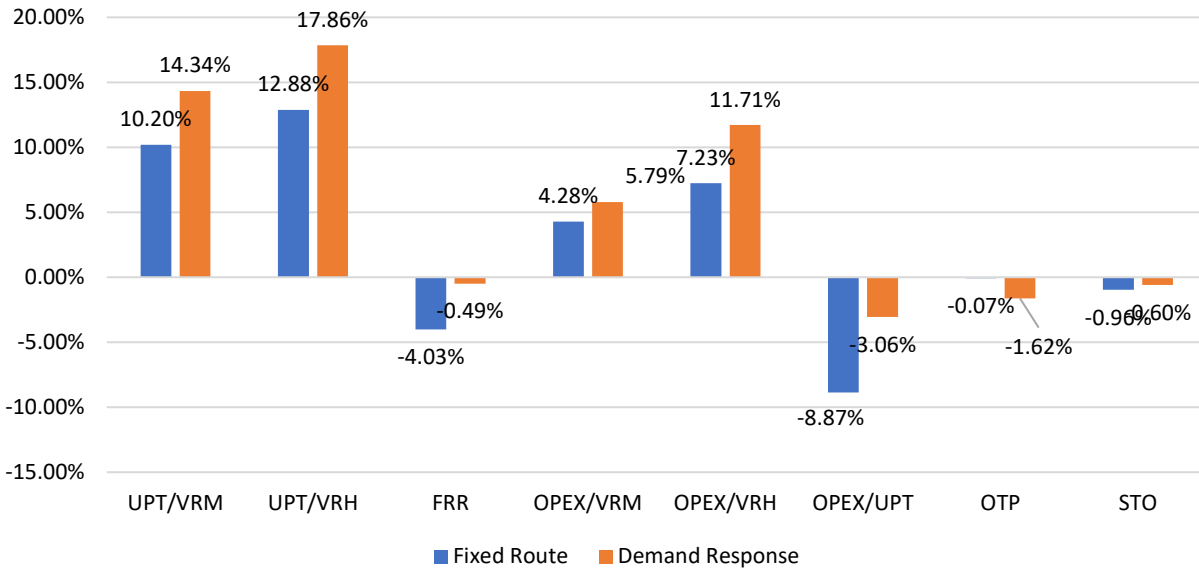


Figure 13: Average year-to-date (YTD) distance from the identified target by metric, not including unlinked passenger trips.

In addition to the use of a midpoint baseline, RTD required the RTAs to include a recovery baseline of FY2019 data used to monitor the RTAs gradual recovery from the pandemic. Analysis of the recovery baselines show that ridership and overall productivity, particularly for fixed route, are still trending below FY2019 performance (Figure 14). Fixed route farebox recovery also remains lower than FY2019, given the continuance of fare free opportunities presented by several RTAs for this mode. Demand response farebox recovery performance is closer to FY2019 levels, likely due to the collection of fares for beyond ADA and microtransit services offered across the state. Despite RTA mitigation efforts to reduce operating costs through improved service decisions, cost efficiency metrics remain higher than FY2019 levels. Most notably, costs on a per passenger basis are much higher than FY2019, as the RTAs have not fully recovered to pre-pandemic ridership. Finally, RTA average on-time performance closely mirrors that of FY2019, and despite workforce challenges, average trip delivery is also on par with pre-pandemic performance.

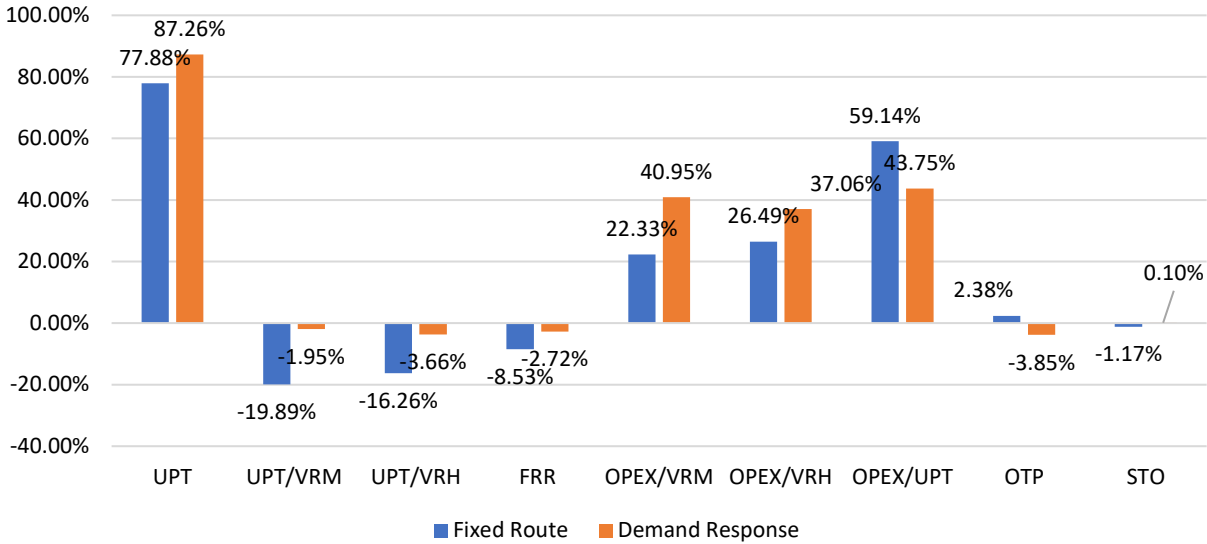


Figure 14: Average year-to-date (YTD) distance from the identified recovery baseline (FY2019) by metric.

MassDOT RTD expects that the results of the performance management program will continue to prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations to challenges the RTAs 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, accessibility, and availability of riding public transit. MassDOT RTD will continue to deliver this report annually with updated actual and target values derived from the MOU process. 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. Detail on the annually collected metrics and supplemental information on each RTA’s system can be found in *Appendix B*.

Appendices

APPENDIX A – RTA BACKGROUND INFORMATION

APPENDIX B – RTA PROFILES

Appendix A – RTA Background Information

In Massachusetts, there are 15 RTAs outside of the Greater Boston Area (Figure 15). 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. Some RTAs opt to provide additional modes of service, including demand taxi and commuter bus. These services, while managed by the RTA's administrative staff, are provided through contracted operators. In FY2023, the RTAs supplied 22,711,528 in unlinked passenger trips across all modes.⁵²

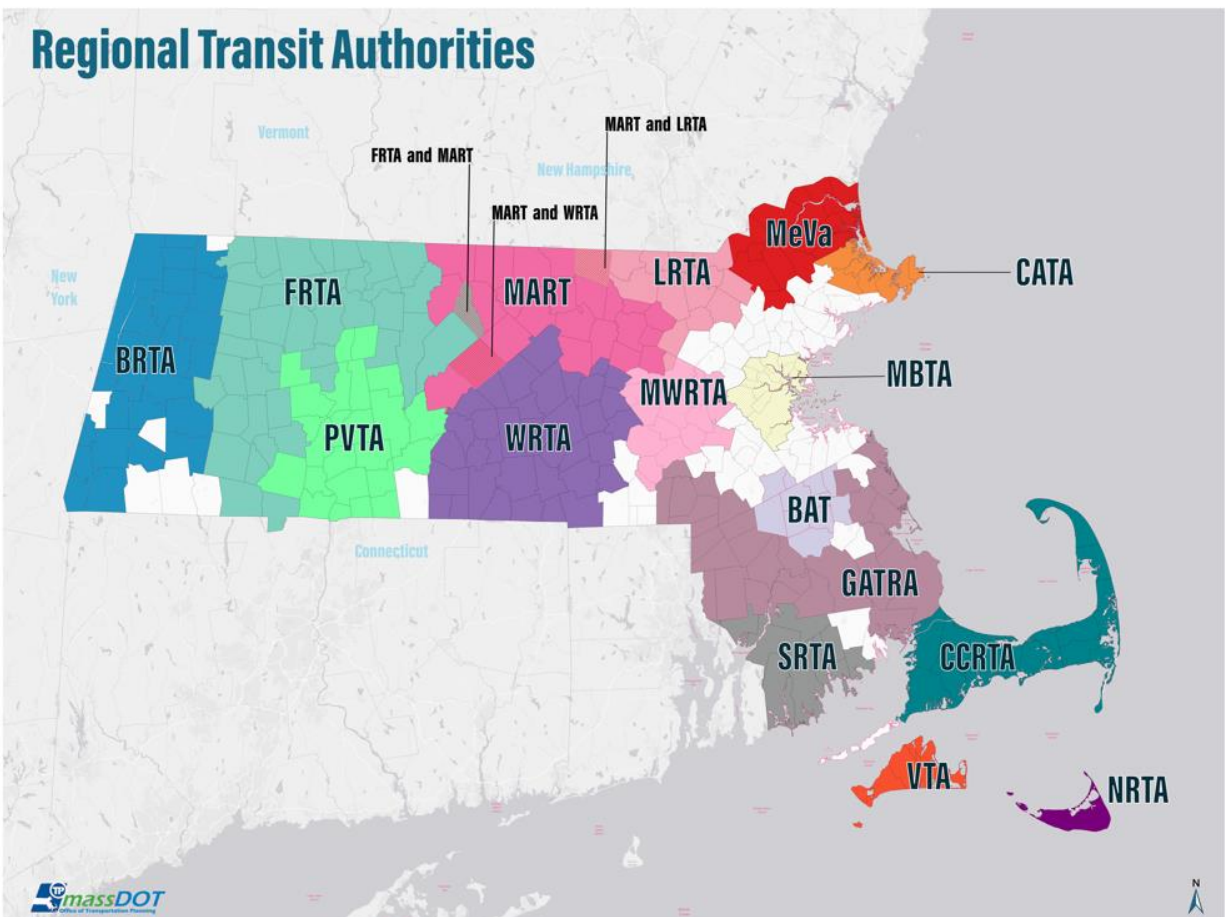


Figure 15: Map of the RTAs in Massachusetts, including the Massachusetts Bay Transportation Authority (MBTA) bus system.

The RTAs are funded through five sources of revenue: farebox revenue, own-source revenue (e.g., revenues generated from advertising, parking, etc.), local assessments, and state and Federal funding. The Commonwealth provides the RTAs with operating funds in the form of State Contract Assistance (SCA), which is passed through the Massachusetts Department of Transportation (MassDOT) (Figure 16). SCA is

⁵² GrantsPlus+ Monthly Service Data Reports

distributed by MassDOT among the RTAs based on a long-standing allocation formula. In FY2014, the Legislature forward funded the RTAs, meaning that SCA is provided during 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. The competitive Discretionary Grant Program enabled the RTAs to test new and innovative service models, such as to deploy microtransit pilots, to pursue marketing and outreach campaigns, and to gather data on local demand for evening and weekend service through pilot programs. This allocation continued through FY2021, though was not provided in FY2022 or in FY2023. Instead, the FY2023 budget included additional funds to be used on grants for means-tested, discounted or fare-free pilot programs to be administered by the RTAs. In FY2024, the RTAs will see additional funding through the Commonwealth’s Transportation and Education Fund, also known as the Fair Share fund. This included another round of grant funding for means-tested, discounted or fare-free pilot programs to be administered by the RTAs, and an additional \$56 million in SCA that was distributed through a parity formula agreed upon by MassDOT and the RTAs.

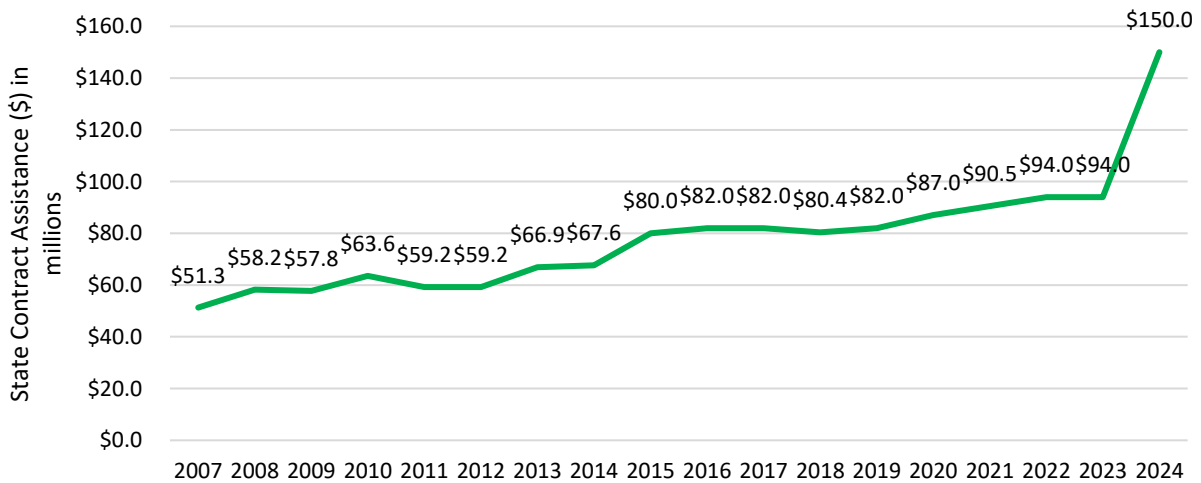


Figure 16: Total SCA allocation (in millions) for all RTAs (FY2007–FY2024). This does not include discretionary grant funding from the FY2019, FY2020 and FY2021 budget cycles, or fare free pilot funding from the FY2023 and FY2024 budget cycles.

Although they have similar service goals, the RTAs serve diverse areas throughout Massachusetts, including many rural areas, much of suburban Boston, college towns as well as suburban and urban colleges and universities, other large and small urbanized areas, and areas where ridership is significantly affected by seasonal tourism. While some RTAs are 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. RTA ridership began to decline in FY2017, mirroring national trends (Figure 17). This trend has been exacerbated by the COVID-19 pandemic, as shown in fiscal years 2020 through 2022. Still, FY2022 does exhibit a rebound in ridership as compared to the previous fiscal year, showing the RTAs’ gradual movement towards a “post-pandemic” world.

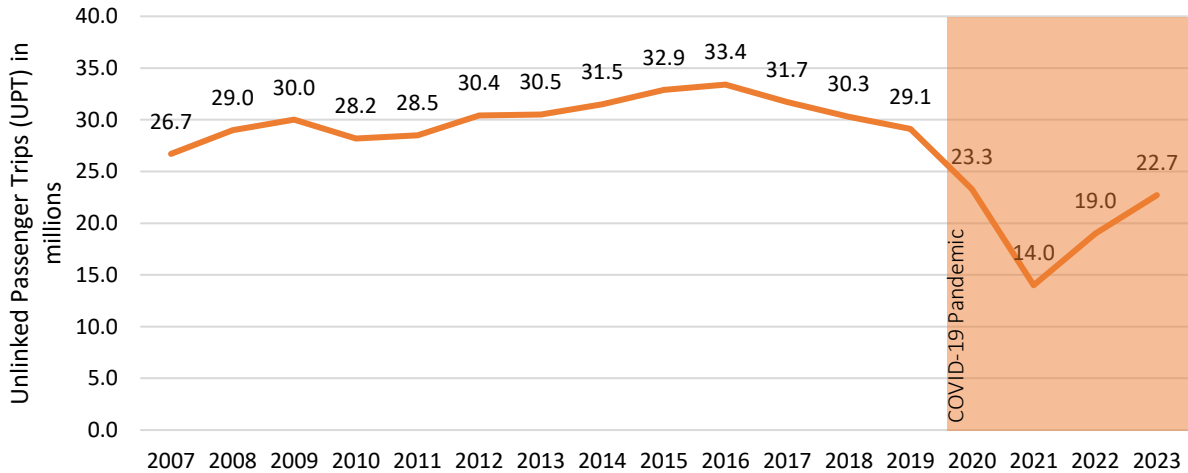


Figure 17: Total ridership (in millions) for all RTAs (FY2007–FY2023).

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 18). Operating funds (SCA) provided by the Commonwealth are typically used for payroll and administration.

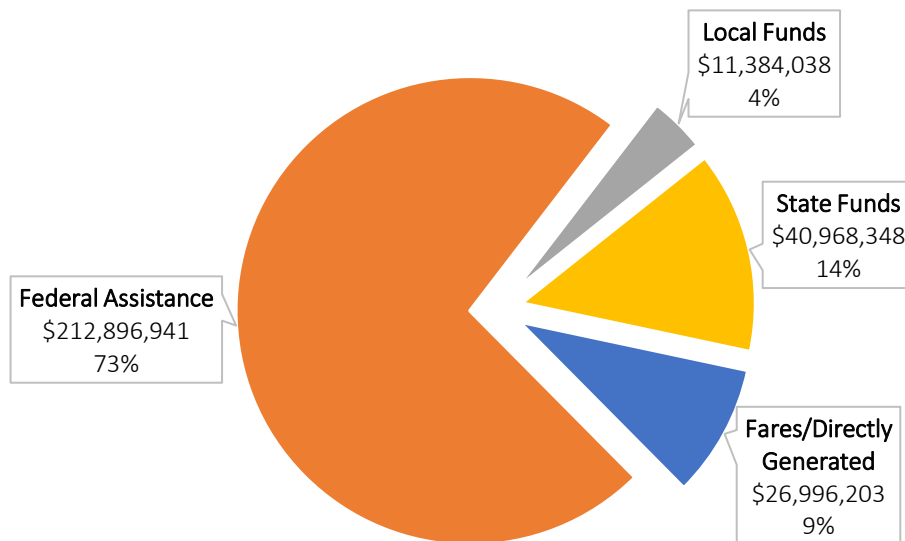


Figure 18: Sources of operating funds expended during SFY2022⁵³

The RTAs' capital programs are funded through two main sources: state and Federal funds (Figure 19). Capital funds provided by the Commonwealth are 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.

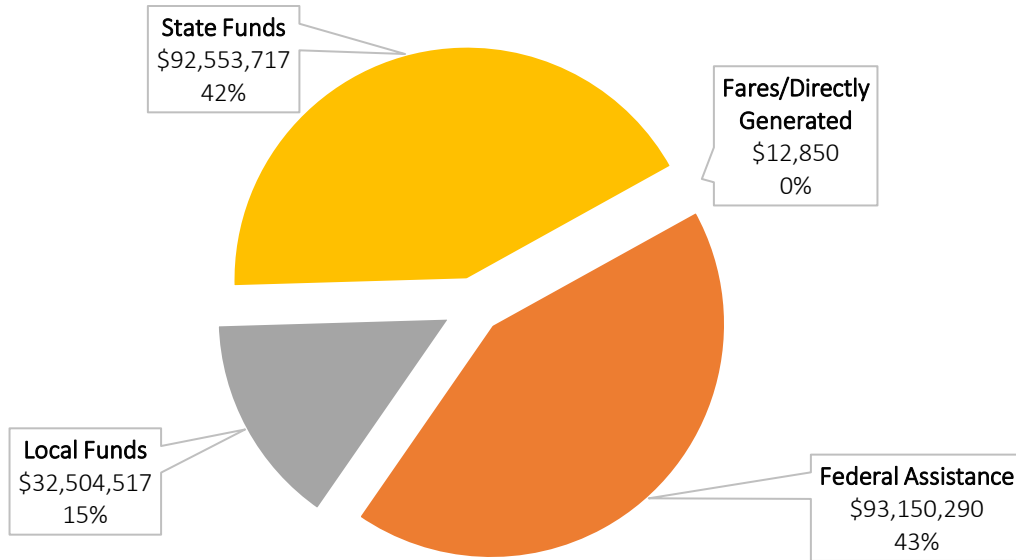


Figure 19: Sources of capital funds expended during SFY2022.⁵⁴

⁵³ 2022 Funding Sources, National Transit Database ()

⁵⁴ 2022 Funding Sources, National Transit Database ()

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 extracted from the data submitted to MassDOT by the RTAs over the course of FY2022, as well as the agencies' websites. These summaries provide a high-level overview 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 FY2022-FY2023 MOUs. The charts are the same values that were reported by metric in the *Performance Metrics* section and are now grouped by RTA.

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. The performance reported should be viewed as draft, as the data is under review by NTD.

SAFETY PERFORMANCE METRICS

For each RTA, the NTD reported safety metrics have been summarized by event type and rate. These are the same values that were reported by metric in the *Safety Performance Metrics* section and are now grouped by RTA. This data is reported on a calendar year, rather than a fiscal year.

ANNUALLY REPORTED PERFORMANCE METRICS

The Annually Reported Metrics reflect the unique measures that each RTA tracks and finds relevant to their system. Since these metrics are specific to each RTA, this section does not include comparative interpretation or analysis. Each RTA reports on fleet composition based on fuel type, the number of external partnerships established, and two metrics of choice. The first "choice" metric, defined as the CRTP Choice Metric, is tied to a recommendation from each system's Comprehensive

Regional Transit Plan, a regional planning document completed in 2020. The second “choice” metric is the RTA’s choice, defined as the Free Choice Metric, and represents a goal or value that is particularly important to both the system and its rider.



Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	162,542	37,746	41,359	39,311	40,506	38,566	43,516	37,319	36,959	41,475	40,700	44,374	44,185	486,016	486,016	0%
UPT/VRM	0.36	0.51	0.51	0.52	0.57	0.56	0.58	0.53	0.52	0.54	0.56	0.58	0.58	0.55	0.55	0%
UPT/VRH	6.32	9.50	9.59	9.85	10.80	10.57	11.06	9.90	9.73	10.20	10.36	10.75	10.72	10.25	10.25	0%
FRR	8.31%	13.11%	10.81%	9.73%	8.89%	7.70%	0.01%	11.27%	7.91%	10.20%	12.22%	9.72%	12.06%	9.28%	8.44%	0.84%
OPEX/VRM	\$5.87	\$5.57	\$6.01	\$6.77	\$6.96	\$6.78	\$7.22	\$6.83	\$7.80	\$6.17	\$6.06	\$6.60	\$5.74	\$6.53	\$7.71	-15.34%
OPEX/VRH	\$103.56	\$104.37	\$113.01	\$127.46	\$132.00	\$128.65	\$136.79	\$127.52	\$145.72	\$115.67	\$113.06	\$123.23	\$106.69	\$122.53	\$135.73	-9.73%
OPEX/UPT	\$16.38	\$10.98	\$11.79	\$12.94	\$12.23	\$12.17	\$12.36	\$12.88	\$14.98	\$11.34	\$10.91	\$11.47	\$9.95	\$11.96	\$14.21	-15.87%
OTP	91.38%	86.80%	86.20%	85.50%	86.00%	88.70%	86.50%	92.60%	91.40%	85.20%	88.80%	85.00%	85.60%	87.36%	91.75%	-4.39%
STO	96.64%	99.75%	99.12%	99.17%	98.80%	99.23%	99.32%	98.30%	99.24%	94.31%	99.23%	99.04%	98.78%	98.69%	96.75%	1.94%

Berkshire Regional Transit Authority (BRTA)

SUMMARY PROFILE

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

Administrator:
Robert Malnati

Website:
www.berkshirerta.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1974	Fixed Route	486,016 unlinked passenger trips
Service Hours	Mon-Fri: 5:30 AM – 11:12 PM Sat: 6:30 AM – 8:25 PM Sun: No Service	Demand Response	23,948 unlinked passenger trips

Municipalities Served (28)									
Adams	Cheshire	Egremont	Hancock	Lee	Mount Washington	Otis	Richmond	Stockbridge	
Alford	Clarksburg	Florida	Hinsdale	Lenox	New Ashford	Peru	Savoy	Washington	
Becket	Dalton	Great Barrington	Lanesborough	Monterey	North Adams	Pittsfield	Sheffield	Williamstown	Windsor

PERFORMANCE METRICS

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	6,536	1,815	2,042	1,906	1,939	1,951	1,972	1,835	1,828	2,097	2,101	2,286	2,176	23,948	18,978	126.19%

UPT/VRM	0.10	0.10	0.10	0.10	0.10	0.10	0.11	0.11	0.10	0.11	0.10	0.10	0.10	0.10	0.13	-20.06%
UPT/VRH	0.91	1.27	1.26	1.18	1.26	1.36	1.27	1.26	1.26	1.31	1.28	1.30	1.26	1.27	1.03	23.85%
FRR	6.32%	7.80%	10.20%	6.76%	9.14%	6.01%	0.00%	5.66%	5.83%	5.86%	7.47%	6.75%	7.23%	6.37%	6.64%	-0.27%
OPEX/VRM	\$4.75	\$4.37	\$3.36	\$5.49	\$3.93	\$4.95	\$5.52	\$6.28	\$5.83	\$6.11	\$4.85	\$5.16	\$4.88	\$5.03	\$5.66	-11.05%
OPEX/VRH	\$44.07	\$54.53	\$44.56	\$64.14	\$48.85	\$65.17	\$66.46	\$70.82	\$71.45	\$76.30	\$61.30	\$69.63	\$62.07	\$62.94	\$45.67	37.82%
OPEX/UPT	\$48.25	\$42.82	\$35.29	\$54.55	\$38.70	\$47.93	\$52.24	\$56.04	\$56.68	\$58.11	\$47.85	\$53.73	\$49.27	\$49.45	\$44.44	11.28%
OTP	95.86%	92.10%	92.00%	95.20%	90.90%	92.30%	95.60%	90.90%	91.00%	91.80%	88.60%	91.60%	95.10%	92.26%	96.25%	-3.99%
STO	96.32%	98.48%	98.89%	97.99%	98.33%	97.50%	97.43%	98.39%	98.28%	98.08%	98.50%	98.79%	97.89%	98.21%	96.75%	1.46%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	11.11%	11.11%	0.00%
Cutaway (CU)	30.00%	37.50%	-7.50%
Minivan (MV)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.00	3.00	-25.00%
Demand Response	0.00	0.00	0.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.20	3.37	-19.76%
Demand Response	0.00	0.00	0.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	3.00	1.00	-68.75%
Demand Response	0.00	1.00	100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	3.20	1.12	-65.00%
Demand Response	0.00	4.25	100.00%

ANNUAL PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	48%	0%
CNG	0%	0%
Diesel	33%	0%

CRTP Choice Metric	
Name of Metric	Undertake a bus stop improvement prioritization process and implement enhancements as funding is available.
Value/Description	Installed trial signage in 1 community. Discussions continue to expand systemwide.
Target	1 Project
Notes	

Free Choice Metric	
Name of Metric	Wheelchair transports on FR vehicles as a percentage of UPT
Value/Description	0.40%
Target	0.57%
Notes	Below target by 30%

Gasoline	19%	100%
-----------------	-----	------

External Partnerships	7	16
------------------------------	---	----

Brockton Area Transit Authority (BAT)



SUMMARY PROFILE

Headquarters:
155 Court Street
Brockton, MA 02302

Administrator:
Michael Lambert

Website:
www.ridebat.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 4:50 AM – 12:20 AM Sat: 5:05 AM – 11:45 PM Sun: 7:20 AM– 7:40 PM

Ridership Information (FY2023)	
Fixed Route	1,748,136 unlinked passenger trips
Demand Response	111,099 unlinked passenger trips

Municipalities Served (11)					
Abington	Bridgewater	East Bridgewater	Hanson	Stoughton	Whitman
Avon	Brockton	Easton	Rockland	West Bridgewater	

PERFORMANCE METRICS

Fixed Route - Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	602,618	134,700	146,158	131,628	150,276	147,220	153,685	135,638	130,861	155,958	156,249	155,338	150,425	1,748,136	1,413,772	123.65%
UPT/VRM	1.07	1.50	1.50	1.38	1.53	1.64	1.66	1.48	1.46	1.51	1.50	1.54	1.51	1.52	1.20	26.39%
UPT/VRH	14.71	16.30	16.31	14.15	15.75	15.94	15.98	15.07	14.44	15.42	16.51	16.92	16.97	15.80	15.79	0.09%
FRR	8.32%	18.94%	16.50%	17.31%	17.54%	13.64%	0.25%	11.31%	13.17%	15.18%	15.76%	14.46%	13.75%	13.81%	12.50%	1.31%
OPEX/VRM	\$9.28	\$9.48	\$9.53	\$9.59	\$9.51	\$10.09	\$11.32	\$11.69	\$11.59	\$10.12	\$9.97	\$11.63	\$12.89	\$10.61	\$10.89	-2.53%
OPEX/VRH	\$128.01	\$103.04	\$103.69	\$98.29	\$97.57	\$98.24	\$108.72	\$119.22	\$114.61	\$103.46	\$109.85	\$127.97	\$144.78	\$110.61	\$147.65	-25.08%
OPEX/UPT	\$8.71	\$6.32	\$6.36	\$6.94	\$6.19	\$6.16	\$6.81	\$7.91	\$7.94	\$6.71	\$6.66	\$7.56	\$8.53	\$7.00	\$9.05	-22.67%
OTP	99.89%	99.92%	99.71%	99.66%	99.80%	99.62%	99.90%	99.80%	99.93%	99.73%	99.40%	98.95%	99.34%	99.65%	97.00%	2.65%
STO	99.99%	99.99%	99.99%	99.97%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.99%	99.99%	99.00%	0.99%

Demand Response - Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	28,915	8,505	9,789	9,461	9,251	8,977	9,251	8,911	8,263	10,270	8,544	9,997	9,880	111,099	102,815	108.06%
UPT/VRM	0.17	0.22	0.22	0.23	0.23	0.22	0.22	0.22	0.22	0.22	0.23	0.23	0.23	0.22	0.18	24.45%
UPT/VRH	1.15	2.36	2.33	2.47	2.56	2.43	2.29	2.23	2.27	2.06	2.15	2.08	2.05	2.45	1.70	43.90%
FRR	14.11%	24.75%	29.63%	26.30%	27.49%	23.78%	22.97%	20.66%	23.68%	22.36%	24.61%	22.60%	30.92%	24.76%	20.00%	4.76%
OPEX/VRM	\$9.87	\$7.58	\$6.36	\$6.86	\$6.52	\$7.62	\$6.95	\$8.53	\$7.90	\$7.80	\$7.46	\$7.95	\$6.03	\$7.28	\$9.04	-19.48%

OPEX/VRH	\$68.54	\$80.65	\$67.97	\$74.22	\$74.04	\$82.58	\$72.22	\$84.73	\$80.13	\$73.00	\$70.70	\$72.01	\$54.95	\$79.49	\$75.00	5.99%
OPEX/UPT	\$59.53	\$34.16	\$29.12	\$30.06	\$28.93	\$34.02	\$31.59	\$38.02	\$35.29	\$35.41	\$32.84	\$34.60	\$26.77	\$32.50	\$45.00	-27.79%
OTP	94.05%	87.57%	87.73%	87.73%	78.52%	79.94%	84.41%	86.44%	81.91%	82.14%	85.61%	82.50%	91.17%	84.64%	88.00%	-3.36%
STO	99.99%	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%	99.00%	1.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	3.00%	2.22%	0.78%
Cutaway (CU)	25.00%	25.00%	0.00%
Van (VN)	14.00%	7.27%	6.73%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	50.00%	50.00%	0.00%
Trucks/Other Rubber Tires	50.00%	50.50%	0.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	10.00	10.00	0.00%
Demand Response	4.00	1.00	-75.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	7.60	8.68	14.21%
Demand Response	5.90	2.02	-65.76%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	6.00	3.00	-50.00%
Demand Response	4.00	1.00	-75.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.60	2.60	-43.48%
Demand Response	5.90	2.02	-65.76%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	16%	0%
CNG	0%	0%

CRTP Choice Metric	
Name of Metric	Implement Rockland Service Changes to Connect the Rockland Area Directly to the BAT Centre
Value/Description	Ongoing
Target	Complete community outreach and implement new expanded Rockland service.

Free Choice Metric	
Name of Metric	Increase Average Monthly Mobile App Uses
Value/Description	2,528
Target	1,700

Diesel	84%	0%
Gasoline	0%	100%

External Partnerships	19	0
------------------------------	----	---

Notes	BAT is finalizing a contract award to a microtransit service provider that will begin offering expanded service in the town of Rockland and key locations in Abington and the BAT Centre.
--------------	---

Notes	Goal for FY2023 was exceeded
--------------	------------------------------

Cape Ann Transportation Authority (CATA)



SUMMARY PROFILE

Headquarters:

3 Pond Road
Gloucester, MA 01930

Administrator:

Shona Norman (Interim)

Website:

www.cantran.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:31 AM – 6:53 PM Sat: 7:25 AM – 6:53 PM Sun: No Service

Ridership Information (FY2023)	
Fixed Route	118,769 unlinked passenger trips
Demand Response	52,419 unlinked passenger trips
Commuter Bus	4,357 unlinked passenger trips

Municipalities Served (5)				
Essex	Gloucester	Hamilton	Ipswich	Rockport

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	68,541	10,667	8,974	11,063	9,686	8,270	8,893	9,409	8,363	12,151	9,932	12,780	8,581	118,769	103,000	115.31%
UPT/VRM	0.36	0.46	0.39	0.42	0.53	0.50	0.51	0.53	0.41	0.61	0.47	0.58	0.40	0.48	0.45	7.15%
UPT/VRH	4.32	6.58	4.93	6.31	6.54	4.58	5.83	5.52	4.55	5.92	6.13	6.01	3.62	5.47	6.36	-14.01%
FRR	1.53%	3.44%	8.55%	3.79%	3.09%	2.67%	0.00%	3.04%	2.28%	2.56%	2.96%	3.30%	1.87%	3.19%	2.58%	0.61%
OPEX/VRM	\$5.40	\$9.94	\$11.31	\$10.23	\$10.28	\$7.48	\$14.86	\$10.83	\$10.48	\$11.65	\$8.06	\$9.81	\$10.64	\$10.44	\$8.72	19.75%
OPEX/VRH	\$65.28	\$141.93	\$141.44	\$152.07	\$125.75	\$68.03	\$169.77	\$112.61	\$115.27	\$113.29	\$104.49	\$102.18	\$95.83	\$118.44	\$123.42	-4.03%
OPEX/UPT	\$15.12	\$21.58	\$28.69	\$24.11	\$19.24	\$14.84	\$29.11	\$20.39	\$25.32	\$19.13	\$17.03	\$17.01	\$26.48	\$21.66	\$19.39	11.69%
OTP	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%
STO	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 – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	7,533	3,666	4,017	4,176	4,165	4,380	4,709	4,468	4,055	4,966	4,070	4,990	4,757	52,419	22,028	237.97%
UPT/VRM	0.15	0.21	0.20	0.20	0.20	0.22	0.20	0.21	0.21	0.21	0.21	0.21	0.21	0.21	0.16	30.46%
UPT/VRH	1.77	2.89	2.75	3.02	3.11	2.80	3.20	3.04	2.92	2.96	2.87	2.99	2.99	2.96	2.00	48.03%

FRR	1.56%	7.80%	7.99%	7.51%	13.43%	12.88%	10.33%	15.40%	14.55%	16.10%	17.65%	16.67%	15.25%	12.68%	2.17%	10.51%
OPEX/VRM	\$8.00	\$4.15	\$3.95	\$4.07	\$3.52	\$3.70	\$3.62	\$3.15	\$3.59	\$3.16	\$2.71	\$2.93	\$3.16	\$3.46	\$6.91	-49.99%
OPEX/VRH	\$95.43	\$57.81	\$53.42	\$60.43	\$53.77	\$47.43	\$56.96	\$46.07	\$48.75	\$43.98	\$37.69	\$41.62	\$44.36	\$49.02	\$86.55	-43.37%
OPEX/UPT	\$54.02	\$20.03	\$19.42	\$20.00	\$17.27	\$16.97	\$17.80	\$15.18	\$16.72	\$14.84	\$13.11	\$13.91	\$14.86	\$16.56	\$43.37	-61.83%
OTP	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%
STO	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%

Note: CATA does not collect fares on service that is provided for the MBTA, at the direction of the MBTA, which lowers CATA's recovery ratio

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	30.00%	47.62%	-17.62%
Cutaway (CU)	5.00%	64.29%	-59.29%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per IM VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per IM VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.80	0.00	-100.00%
Demand Response	8.20	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per IM VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.80	0.00	-100.00%
Demand Response	8.20	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	100%	0%
Gasoline	0%	100%

CRTP Choice Metric	
Name of Metric	Reconfigure Business Express to better serve customers.
Value/Description	CATA developed a few routing options
Target	Route design for reconfiguration
Notes	

Free Choice Metric	
Name of Metric	Communications Strategy
Value/Description	CATA has implemented a new social media communications strategy, redesigned our summer service schedules, redesigned our regular bus schedule book, and redesigned advertising for summer services
Target	Research communications strategy
Notes	

External Partnerships	Fixed-Route	Demand-Response	Commuter Bus
	16	16	2

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

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 5:02 AM – 10:25 PM Sat: 5:50 AM – 10:25 PM Sun: No Service

Ridership Information (FY2023)	
Fixed Route	556,199 unlinked passenger trips
Demand Response	167,691 unlinked passenger trips
Demand Taxi	2,420 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 – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	440,278	76,950	77,933	55,908	41,423	39,259	36,124	25,555	28,045	36,437	33,886	45,450	59,229	556,199	622,374	89.37%
UPT/VRM	0.29	0.46	0.45	0.40	0.33	0.31	0.27	0.20	0.24	0.28	0.28	0.32	0.37	0.34	0.50	-33.54%
UPT/VRH	5.11	8.19	8.13	7.55	6.41	5.96	5.28	3.90	4.66	5.41	5.40	6.16	6.85	6.33	6.10	3.68%
FRR	6.58%	8.05%	8.10%	8.00%	3.12%	3.07%	2.78%	2.03%	2.42%	2.42%	4.03%	4.03%	4.03%	4.38%	10.47%	-6.09%
OPEX/VRM	\$4.79	\$4.23	\$4.21	\$5.24	\$4.78	\$4.74	\$4.64	\$6.55	\$6.03	\$5.36	\$5.47	\$4.80	\$4.54	\$4.99	\$5.27	-5.48%
OPEX/VRH	\$85.65	\$76.05	\$75.20	\$99.42	\$92.09	\$91.03	\$89.52	\$126.32	\$116.03	\$104.84	\$103.97	\$92.71	\$83.58	\$94.10	\$63.82	47.44%
OPEX/UPT	\$8.37	\$9.28	\$9.25	\$13.16	\$14.36	\$15.27	\$16.95	\$32.41	\$24.87	\$19.39	\$19.27	\$15.04	\$12.20	\$14.87	\$10.66	39.42%
OTP	83.12%	90.00%	89.00%	90.20%	90.20%	89.00%	90.00%	90.20%	90.00%	89.00%	90.20%	87.40%	85.20%	89.20%	74.81%	14.39%
STO	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 – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	149,680	12,461	13,882	14,729	14,290	13,790	13,333	13,831	13,204	15,785	13,713	15,153	13,520	167,691	415,539	40.36%
UPT/VRM	0.11	0.15	0.15	0.16	0.16	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.13	18.64%
UPT/VRH	1.22	1.91	1.92	1.96	1.91	1.87	1.80	1.79	1.81	1.82	1.95	1.75	1.92	1.86	1.85	0.78%

FRR	3.72%	11.32%	11.32%	10.92%	6.07%	6.09%	5.87%	3.24%	3.83%	3.84%	6.31%	6.33%	6.40%	6.36%	7.01%	-0.65%
OPEX/VRM	\$4.09	\$5.81	\$5.25	\$5.33	\$6.30	\$6.15	\$6.89	\$9.45	\$8.45	\$6.85	\$7.26	\$6.57	\$7.39	\$6.80	\$1.76	285.38%
OPEX/VRH	\$47.51	\$72.97	\$65.99	\$66.69	\$77.15	\$78.54	\$81.87	\$110.71	\$99.63	\$84.46	\$93.24	\$76.91	\$94.30	\$83.56	\$25.53	227.36%
OPEX/UPT	\$19.41	\$38.15	\$34.45	\$33.95	\$40.37	\$42.09	\$45.52	\$61.68	\$55.07	\$46.36	\$47.91	\$43.88	\$49.03	\$44.81	\$12.42	260.92%
OTP	96.75%	95.20%	93.58%	93.58%	95.20%	93.58%	95.20%	96.22%	96.02%	96.50%	97.89%	98.22%	98.09%	95.77%	93.43%	2.35%
STO	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			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	0.00%	4.76%	-4.76%
Cutaway (CU)	10.00%	0.00%	10.00%
Minivan (MV)	0.00%	10.00	-10.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	0.00%	0.00%	0.00%
Trucks/Other Rubber Tires	10.00%	0.00%	10.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	8.00	0.00	-100.00%
Demand Response	4.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.60	0.00	-100.00%
Demand Response	0.10	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	16.00	0.00	-100.00%
Demand Response	8.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.20	0.00	-100.00%
Demand Response	0.20	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%

CRTP Choice Metric		
Name of Metric	CRTP: Plan & Implement at least 5 of the 7 Top Ranked Recommendations in CR	Improved Marketing of services

Free Choice Metric	
Name of Metric	Construct Bourne Rail Trail/Operate Buzzards Bay CR Extension

Hybrid	0%	0%
CNG	0%	0%
Diesel	57.8%	0%
Gasoline	42.2%	100%

External Partnerships	22	4
------------------------------	----	---

Value/Description	Establish three separate routes meeting at hub in MacMillan Pier, Implemented new website; improved social media and traditional marketing outreach, Placement of electronic bus stop signage in Falmouth in progress	Implemented new website; improved social media and traditional marketing outreach
Target	Plan for at least 5 of the 7	

Value/Description	Currently in discussion with MassDOT and Friends of the Bourne Rail Trail for the Rail Trail/Commuter Rail extension.
Target	Plan for Rail Trail/CR Extension
Notes	

Franklin Regional Transit Authority (FRTA)



SUMMARY PROFILE

Headquarters:
12 Olive Street
Greenfield, MA 01301

Administrator:
Tina Cote

Website:
www.fрта.org

Agency Information		Ridership Information (FY2023)	
Year Founded	1978	Fixed Route	96,309 unlinked passenger trips
Service Hours	Mon – Fri: 5:00 AM – 7:30 PM Sat – Sun: 9:30 AM – 5:30 PM (FRTA Access only)	Demand Response	35,081 unlinked passenger trips
		Demand Taxi	3,055 unlinked passenger trips

Municipalities Served (41)									
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whatley	
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	*Also served by MART	
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton			

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	33,046	6,808	7,100	13,580	7,881	7,851	6,426	6,723	7,743	9,266	7,761	7,913	7,257	96,309	125,539	76.72%
UPT/VRM	0.14	0.22	0.19	0.36	0.23	0.25	0.22	0.20	0.25	0.28	0.24	0.24	0.23	0.24	0.31	-22.21%
UPT/VRH	3.78	5.40	4.90	9.83	5.96	5.93	4.86	4.85	6.15	6.42	6.16	5.46	5.24	5.93	6.29	-5.74%
FRR	0.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.00%	-8.00%
OPEX/VRM	\$4.76	\$9.56	\$3.79	\$3.50	\$3.86	\$4.68	\$5.03	\$4.62	\$3.75	\$3.83	\$4.78	\$4.25	\$3.13	\$4.52	\$5.07	-10.81%
OPEX/VRH	\$132.47	\$237.66	\$97.90	\$94.66	\$100.66	\$111.84	\$113.22	\$114.57	\$92.59	\$88.89	\$123.47	\$98.40	\$72.80	\$111.17	\$100.84	10.24%
OPEX/UPT	\$35.04	\$43.99	\$19.98	\$9.63	\$16.90	\$18.85	\$23.31	\$23.62	\$15.07	\$13.85	\$20.05	\$18.02	\$13.90	\$18.75	\$15.23	23.11%
OTP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
STO	50.00%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	93.55%	92.99%	93.55%	93.55%	93.55%	93.50%	99.00%	-5.50%

Demand Response – Performance Metrics																
---------------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	12,604	2,484	2,851	3,013	3,170	2,981	2,821	2,953	2,564	3,101	2,945	3,216	2,982	35,081	24,178	145.09%
UPT/VRM	0.13	0.12	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.15	0.14	0.14	0.13	0.12	9.98%
UPT/VRH	1.32	1.75	1.93	1.93	1.92	2.00	1.97	2.05	2.04	2.05	2.06	2.04	2.03	1.98	1.51	31.12%
FRR	4.18%	0.60%	1.89%	3.03%	5.80%	5.21%	5.11%	4.91%	5.20%	5.87%	4.57%	6.14%	8.38%	4.16%	13.00%	-8.84%
OPEX/VRM	\$11.81	\$15.64	\$5.67	\$4.95	\$4.88	\$5.69	\$6.41	\$6.40	\$5.70	\$5.10	\$7.06	\$5.47	\$3.96	\$6.33	\$4.79	32.07%
OPEX/VRH	\$116.79	\$225.14	\$85.96	\$75.17	\$73.45	\$85.84	\$97.21	\$98.26	\$88.45	\$78.62	\$100.01	\$81.18	\$58.58	\$94.91	\$58.77	61.49%
OPEX/UPT	\$88.47	\$128.98	\$44.62	\$38.94	\$38.23	\$43.02	\$49.35	\$47.81	\$43.26	\$38.28	\$48.56	\$39.88	\$28.82	\$47.94	\$36.97	29.66%
OTP	90.52%	87.00%	85.00%	83.00%	91.00%	91.00%	89.00%	93.00%	92.00%	92.11%	94.81%	93.97%	94.29%	90.52%	92.78%	-2.26%
STO	99.16%	98.73%	91.52%	98.14%	84.22%	96.88%	95.21%	96.22%	75.37%	94.34%	93.79%	92.52%	89.90%	92.24%	99.00%	-6.76%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	23.00%	47.62%	-17.62%	Automobiles	0.00%	100.00%	-100.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	40.00%	40.00%	0.00%	Trucks/Other Rubber				Administrative/Maintenance	100.00%	50.00%	50.00%
Van (VN)	41.00%	41.09%	-0.08%	Tires	0.00%	0.00%	0.00%				

Note: 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.

SAFETY PERFORMANCE METRICS

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	2.06	0.50	1.44	-65.45%
Demand Response	3.18	1.45	1.45	-0.11%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	7%	0%

CRTP Choice Metric	
Name of Metric	Expand microtransit on weekends to all FRTA towns with weekday fixed route service and the Route 5 corridor to downtown Northampton and Sugarloaf Estates in Sunderland to create connections to PVTA
Value/Description	376

Free Choice Metric	
Name of Metric	Customer Satisfaction Rating of our FRTA Access Program (smartphone scheduling app)
Value/Description	4.71 out of 5

CNG	0%	0%
Diesel	53%	0%
Gasoline	40%	100%

External Partnerships	0	7
------------------------------	---	---

Target	1,000
Notes	Due to the slow recovery from COVID, we did not return to full service until the end of May 2022. While we were able to capture some additional trips, not being able to fully expand to make connections with PVRTA inhibited us from fully implementing our choice metric.

Target	4.25
Notes	Exceeded our FY2023 Milestone/Target of 4.25 out of 5.

Greater Attleboro-Taunton Regional Transit Authority (GATRA)



SUMMARY PROFILE

Headquarters:

10 Oak Street
Taunton, MA 02780

Administrator:

Mary Ellen DeFrias

Website:

www.gatra.org

Agency Information		Ridership Information (FY2023)	
Year Founded	1976	Fixed Route	451,465 unlinked passenger trips
Service Hours	Mon-Fri: 5:00 AM – 7:31 PM Sat: 7:25 AM-6:19 PM Sun: No Service (except Scituate)	Demand Response	251,718 unlinked passenger trips

Municipalities Served (28)							
Attleboro	Dighton	Hanover	Marshfield	North Attleboro	Plymouth	Scituate	
Bellingham	Duxbury	Kingston	Medway	Norton	Plympton	Seekonk	
Berkley	Foxborough	Lakeville	Middleborough	Pembroke	Raynham	Taunton	
Carver	Franklin	Mansfield	Norfolk	Plainville	Rehoboth	Wareham	Wrentham

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	358,565	32,487	34,049	41,112	39,750	38,506	38,025	36,957	31,655	40,208	36,816	42,937	38,963	451,465	611,633	73.81%
UPT/VRM	0.26	0.37	0.35	0.46	0.44	0.42	0.40	0.40	0.38	0.43	0.43	0.47	0.43	0.41	0.43	-4.24%
UPT/VRH	4.96	6.66	6.30	8.28	7.95	7.61	7.20	7.23	7.12	7.47	8.01	8.84	8.04	7.52	8.05	-6.58%
FRR	0.00%	4.75%	5.67%	6.95%	4.27%	3.98%	1.94%p	5.70%	5.92%	5.70%	6.52%	8.03%	7.43%	5.29%	12.15%	-6.86%
UOPEX/VRM	\$4.63	\$7.52	\$6.57	\$7.34	\$8.36	\$8.85	\$8.48	\$8.01	\$5.87	\$6.48	\$7.44	\$6.61	\$7.12	\$7.38	\$4.48	64.64%
OPEX/VRH	\$86.78	\$134.08	\$119.76	\$133.39	\$150.94	\$162.05	\$154.24	\$145.88	\$108.48	\$113.76	\$139.28	\$123.66	\$133.73	\$134.60	\$82.00	64.14%
OPEX/UPT	\$17.22	\$20.13	\$19.00	\$16.10	\$18.99	\$21.31	\$21.42	\$19.02	\$15.25	\$15.23	\$17.39	\$13.99	\$16.63	\$17.90	\$13.30	34.59%
OTP	86.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	92.00%	-92.00%
STO	87.68%	99.98%	99.98%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%	3.00%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance

UPT	135,833	18,670	21,570	21,611	21,622	20,921	20,458	20,667	19,749	23,670	21,002	23,908	22,547	256,395	308,314	83.16%
UPT/VRM	0.13	0.13	0.14	0.14	0.14	0.15	0.15	0.15	0.14	0.14	0.15	0.14	0.15	0.14	0.18	-18.30%
UPT/VRH	1.50	1.88	1.87	1.99	1.97	1.95	1.93	1.88	1.96	1.89	1.85	1.97	1.97	2.07	2.29	-9.86%
FRR	7.56%	4.11%	4.00%	4.13%	3.56%	4.71%	4.81%	5.16%	4.29%	5.03%	4.98%	5.18%	5.09%	4.79%	6.05%	-1.26%
OPEX/VRM	\$6.61	\$4.87	\$4.97	\$5.20	\$4.72	\$5.34	\$5.87	\$5.49	\$5.86	\$4.76	\$5.68	\$4.51	\$5.50	\$5.21	\$5.25	-0.79%
OPEX/VRH	\$74.31	\$69.20	\$65.39	\$71.45	\$65.85	\$69.74	\$73.38	\$69.71	\$75.49	\$62.55	\$72.52	\$64.19	\$74.89	\$74.96	\$63.85	17.40%
OPEX/UPT	\$49.84	\$36.71	\$34.94	\$35.99	\$33.40	\$36.56	\$38.45	\$37.00	\$40.98	\$33.07	\$39.19	\$32.58	\$37.93	\$36.29	\$30.95	17.26%
OTP	95.56%	94.90%	94.90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	15.82%	96.00%	-80.18%
STO	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%

Notes: GATRA's Fixed Route and Demand Response AVL systems were out of commission during FY2023. Data collection will resume in FY24.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	9.00%	3.33%	5.67%	Automobiles	10.00%	33.33%	-23.33%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	2.00%	8.16%	-6.16%	Trucks/Other Rubber				Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	11.00%	5.77%	5.23%	Tires	0.00%	28.57%	-28.57%				

SAFETY PERFORMANCE METRICS

Fatalities				Fatality Rate (per 1M VRM)				Injuries			
Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%	Fixed Route	0.00	0.00	0.00%	Fixed Route	3.00	0.00	-100.00%
Demand Response	0.00	0.00	0.00%	Demand Response	0.00	0.00	0.00%	Demand Response	2.00	0.00	-100.00%

Injury Rate (per 1M VRM)				Safety Events				Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance
Fixed Route	1.80	0.00	-100.00%	Fixed Route	3.00	0.00	-100.00%	Fixed Route	1.80	0.00	-100.00%
Demand Response	1.30	0.00	-100.00%	Demand Response	2.00	0.00	-100.00%	Demand Response	1.30	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	16%	0%
Hybrid	5%	0%
CNG	0%	0%
Diesel	63%	0%
Gasoline	16%	100%

External Partnerships	2	2
------------------------------	---	---

C RTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Mobile Fare Ticketing Usage	Mobile Fare Ticketing Usage
Value/Description	0.03%	8%
Target	48.00%	13.00%
Notes	Mobile ticketing for Fixed route began this month, expect usage to increase.	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Private Funding Partnerships	Private Funding Partnerships
Value/Description	2	3
Target	3	3
Notes	Ridership is still rebounding, have transitioned some routes that are privately funded to microtransit.	

Lowell Regional Transit Authority (LRTA)



SUMMARY PROFILE

Headquarters:
115 Thorndike Street
Lowell, MA 01852

Administrator:
Dave Bradley

Website:
www.lрта.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1976	Fixed Route	707,785 unlinked passenger trips
Service Hours	Mon-Fri: 5:45 AM – 7:25 PM Sat: 7:00 AM – 7:00 PM Sun: No Service	Demand Response	80,426 unlinked passenger trips

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

**Also served by MART

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	259,717	40,559	42,020	42,020	67,935	63,553	62,905	60,478	54,879	73,044	63,908	73,986	62,498	707,785	552,405	128.13%
UPT/VRM	0.46	0.54	0.51	0.51	0.84	0.81	0.75	0.75	0.74	0.89	0.83	0.90	0.78	0.74	0.49	50.57%
UPT/VRH	6.76	8.29	7.86	7.86	12.77	12.33	11.42	11.46	11.18	13.50	12.63	13.80	11.95	11.27	7.19	56.72%
FRR	4.60%	9.16%	6.22%	8.29%	7.40%	7.02%	16.68%	3.89%	6.38%	7.08%	15.73%	13.19%	17.15%	9.69%	4.93%	4.76%
OPEX/VRM	\$6.77	\$8.76	\$8.86	\$7.30	\$8.46	\$9.14	\$7.97	\$8.54	\$9.01	\$8.93	\$7.56	\$8.93	\$7.58	\$8.42	\$7.65	10.01%
OPEX/VRH	\$100.41	\$134.78	\$136.18	\$112.08	\$128.65	\$139.02	\$121.48	\$130.29	\$136.91	\$135.81	\$115.15	\$136.43	\$116.30	\$128.53	\$113.38	13.36%
OPEX/UPT	\$14.85	\$16.25	\$17.32	\$14.26	\$10.07	\$11.27	\$10.64	\$11.37	\$12.25	\$10.06	\$9.12	\$9.89	\$9.73	\$11.41	\$15.77	-27.67%
OTP	88.39%	92.70%	93.10%	91.50%	92.70%	93.20%	93.10%	92.50%	91.70%	88.70%	87.40%	90.70%	91.40%	91.56%	86.00%	5.56%
STO	99.95%	99.97%	99.97%	100.00%	99.95%	99.90%	99.90%	99.97%	99.99%	99.90%	99.87%	99.94%	99.94%	99.94%	99.90%	0.04%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	22,041	6,069	7,174	6,901	7,034	6,819	6,857	6,489	5,708	6,908	6,444	7,101	6,922	80,426	47,222	170.31%
UPT/VRM	0.14	0.15	0.15	0.15	0.16	0.16	0.16	0.17	0.17	0.16	0.19	0.19	0.20	0.17	0.15	11.43%
UPT/VRH	1.81	1.92	2.04	2.07	2.19	2.20	1.49	2.22	2.14	2.08	2.41	2.44	2.58	2.11	1.87	12.87%

FRR	3.02%	2.74%	3.87%	2.83%	4.07%	3.39%	3.28%	3.03%	2.57%	4.28%	3.71%	2.90%	5.73%	3.48%	3.94%	-0.46%
OPEX/VRM	\$6.49	\$4.90	\$3.19	\$5.03	\$4.51	\$4.28	\$4.21	\$3.72	\$7.81	\$3.86	\$6.11	\$4.41	\$4.84	\$4.66	\$7.61	-38.75%
OPEX/VRH	\$83.03	\$61.12	\$42.25	\$67.91	\$61.93	\$57.74	\$38.21	\$48.69	\$100.30	\$49.01	\$78.16	\$58.03	\$63.54	\$58.86	\$97.34	-39.54%
OPEX/UPT	\$45.75	\$31.83	\$20.67	\$32.73	\$28.23	\$26.28	\$25.70	\$21.94	\$46.83	\$23.59	\$32.48	\$23.77	\$24.66	\$27.89	\$52.09	-46.47%
OTP	96.03%	93.10%	94.34%	92.48%	93.77%	94.81%	96.41%	96.56%	94.86%	93.95%	96.33%	96.10%	95.94%	94.89%	96.00%	-1.11%
STO	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	99.99%	99.90%	0.09%

Notes:
Operating expenses do not include maintenance costs.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference	Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%	Automobiles	66.67%	50.00%	16.67%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	50.00%	41.30%	8.70%	Trucks/Other Rubber	50.00%	50.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	100.00%	100.00%	0.00%	Tires							

SAFETY PERFORMANCE METRICS

Fatalities				Fatality Rate (per 1M VRM)				Injuries			
Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%	Fixed Route	0.00	0.00	0.00%	Fixed Route	2.00	2.00	0.00%
Demand Response	0.00	0.00	0.00%	Demand Response	0.00	0.00	0.00%	Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)				Safety Events				Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance	Mode	Target	CY22 Actual	% Variance
Fixed Route	1.50	2.08	38.67%	Fixed Route	2.00	5.00	150.00%	Fixed Route	1.50	5.21	247.33%
Demand Response	3.00	0.00	-100.00%	Demand Response	1.00	0.00	-100.00%	Demand Response	2.40	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	6%	0%
CNG	0%	0%
Diesel	82%	0%
Gasoline	12%	100%

External Partnerships		
	1	0

CRTP Choice Metric	
Name of Metric	% of vehicles equipped with Automated Passenger Counters (APCs)
Value/Description	12%
Target	100%
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Average customer complaints per month	Average customer complaints per month
Value/Description	1.25	0
Target	2	1
Notes		

Martha's Vineyard Transit Authority (VTA)



SUMMARY PROFILE

Headquarters:

11A Street, Airport Business Park
Edgartown, MA 02359

Administrator:

Angela Gompert

Website:

www.vineyardtransit.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1980	Fixed Route	899,699 unlinked passenger trips
Service Hours	Summer Peak 5:00 AM–2:00 AM Fall/Spring Shoulder 5:00 AM–12:00 AM Winter 5:00 AM–12:00 AM	Demand Response	10,266 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	316,280	163,633	167,849	101,698	52,917	31,693	27,444	25,505	24,142	30,483	42,463	77,316	154,556	899,699	550,000	163.58%
UPT/VRM	0.67	1.46	1.66	1.12	0.77	0.49	0.40	0.38	0.39	0.45	0.57	0.81	1.23	0.90	0.90	0.22%
UPT/VRH	10.37	19.31	22.12	18.39	13.33	8.84	7.91	6.32	6.52	7.04	9.25	13.14	20.51	14.35	12.50	14.81%
FRR	33.69%	54.91%	62.01%	40.75%	19.88%	8.68%	12.93%	8.88%	3.43%	6.25%	7.17%	26.73%	23.69%	24.22%	26.50%	-2.28%
OPEX/VRM	\$5.49	\$5.88	\$6.12	\$5.57	\$7.38	\$9.11	\$6.98	\$5.71	\$8.17	\$7.09	\$8.68	\$5.79	\$8.42	\$7.00	\$5.25	33.26%
OPEX/VRH	\$87.16	\$77.52	\$81.64	\$91.34	\$127.54	\$163.78	\$137.06	\$95.38	\$135.66	\$110.65	\$141.56	\$94.16	\$140.38	\$111.31	\$92.00	20.99%
OPEX/UPT	\$10.11	\$4.01	\$3.69	\$4.97	\$9.57	\$18.53	\$17.33	\$15.10	\$20.80	\$15.71	\$15.31	\$7.16	\$6.84	\$7.76	\$9.00	-13.82%
OTP	94.71%	89.00%	85.00%	94.00%	97.00%	97.00%	95.00%	95.00%	94.00%	93.00%	93.00%	94.00%	89.00%	92.92%	96.00%	-3.08%
STO	94.71%	76.00%	81.00%	91.00%	93.00%	95.00%	90.00%	85.00%	89.00%	83.00%	89.50%	92.80%	83.00%	87.36%	96.00%	-8.64%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,639	616	896	892	921	867	861	809	678	1,102	906	845	873	10,266	5,500	186.65%
UPT/VRM	0.08	0.09	0.11	0.14	0.16	0.16	0.14	0.17	0.14	0.18	0.12	0.13	0.14	0.14	0.10	38.56%
UPT/VRH	1.10	1.33	1.84	2.06	2.13	1.94	1.98	1.89	1.78	2.59	2.39	1.87	2.04	1.98	1.35	46.66%

FRR	3.67%	21.83%	16.73%	20.28%	23.86%	20.31%	11.67%	3.26%	3.20%	2.20%	3.18%	3.02%	2.33%	11.03%	4.00%	7.03%
OPEX/VRM	\$11.00	\$6.68	\$7.77	\$7.53	\$7.73	\$11.45	\$7.60	\$8.75	\$8.82	\$9.72	\$6.75	\$7.02	\$8.89	\$8.11	\$10.75	-24.54%
OPEX/VRH	\$158.17	\$96.36	\$125.79	\$112.87	\$100.10	\$137.57	\$105.67	\$95.18	\$112.86	\$138.58	\$136.57	\$102.61	\$129.41	\$115.91	\$130.00	-10.84%
OPEX/UPT	\$144.79	\$72.43	\$68.23	\$54.66	\$46.95	\$70.77	\$53.26	\$50.35	\$63.25	\$53.44	\$57.13	\$54.89	\$63.45	\$58.54	\$120.00	-51.21%
OTP	91.37%	89.90%	93.10%	91.70%	91.30%	90.90%	90.30%	89.50%	92.00%	79.00%	78.10%	78.80%	77.90%	86.88%	93.00%	-6.13%
STO	90.75%	99.00%	98.00%	99.00%	81.00%	83.00%	80.00%	99.00%	98.00%	99.00%	80.00%	83.00%	84.00%	90.25%	93.00%	-2.75%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	3.00%	3.23%	-0.23%
Cutaway (CU)	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	100.00%	-100.00%
Van (VN)	0.00%	100.00%	-100.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	0.00%	44.44%	-44.44%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%
Passenger/Parking Facilities	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	0.00	0.17	4.50	-96.30%
Demand Response	0.00	0.00	3.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric		
Hybrid		
CNG		
Diesel		
Gasoline		

External Partnerships		
-----------------------	--	--

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	
Name of Metric 1	
Value/Description	
Target	
Notes	

Merrimack Valley Regional Transit Authority (MEVA)



SUMMARY PROFILE

Headquarters:
85 Railroad Avenue
Haverhill, MA 01835

Administrator:
Noah Berger

Website:
www.mvrta.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1974	Fixed Route	1,792,290 unlinked passenger trips
Service Hours	Mon–Fri: 5:00 AM – 9:45 PM Sat: 7:00 AM – 6:45 PM Sun: N/A (Coming Jan. 2024)	Demand Response	86,556 unlinked passenger trips
		Commuter Bus	1,188 unlinked passenger trips

Municipalities Served (15)							
Amesbury	Boxford	Groveland	Lawrence	Methuen	Newburyport	North Reading	West Newbury
Andover	Georgetown	Haverhill	Merrimac	Newbury	North Andover	Salisbury	

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	449,863	125,073	135,578	145,759	148,694	144,948	136,508	131,370	125,042	166,564	151,875	190,571	190,308	1,792,290	1,039,184	172.47%
UPT/VRM	0.63	1.21	1.20	1.14	1.19	1.16	1.00	1.03	1.07	1.21	1.25	1.41	1.44	1.19	0.71	68.24%
UPT/VRH	6.89	13.46	13.28	12.06	12.58	12.26	10.62	10.90	11.36	12.85	13.61	15.38	15.65	12.82	7.84	63.50%
FRR	5.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.94%	-5.94%
OPEX/VRM	\$9.13	\$11.14	\$10.92	\$12.16	\$11.11	\$11.18	\$12.43	\$11.39	\$11.20	\$11.50	\$10.98	\$9.65	\$12.14	\$11.33	\$8.86	27.84%
OPEX/VRH	\$100.26	\$123.61	\$121.19	\$128.67	\$117.49	\$118.30	\$131.56	\$120.53	\$118.55	\$121.66	\$119.40	\$105.05	\$132.14	\$121.55	\$97.27	24.96%
OPEX/UPT	\$15.63	\$9.19	\$9.13	\$10.67	\$9.34	\$9.65	\$12.39	\$11.05	\$10.43	\$9.47	\$8.77	\$6.83	\$8.44	\$9.48	\$15.16	-37.45%
OTP	83.00%	80.00%	80.40%	80.00%	80.00%	78.00%	80.00%	82.00%	82.40%	80.20%	78.40%	75.70%	76.00%	79.43%	84.00%	-4.58%
STO	99.81%	99.97%	99.88%	99.92%	99.88%	99.97%	99.94%	99.84%	99.94%	99.37%	99.92%	99.96%	99.97%	99.88%	99.82%	0.06%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	20,206	6,161	7,278	7,208	7,302	7,364	6,991	6,775	6,469	8,146	7,197	8,105	7,560	86,556	53,344	162.26%
UPT/VRM	0.09	0.09	0.10	0.11	0.10	0.10	0.10	0.10	0.10	0.10	0.09	0.10	0.09	0.10	0.11	-10.55%

UPT/VRH	1.29	1.73	1.71	1.80	1.72	1.68	1.59	1.63	1.60	1.63	1.59	1.57	1.49	1.64	1.67	-1.86%
FRR	5.72%	0.06%	0.03%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	6.31%	-6.30%
OPEX/VRM	\$3.48	\$3.43	\$3.30	\$3.88	\$3.09	\$3.42	\$3.72	\$3.41	\$3.45	\$3.33	\$3.19	\$3.12	\$3.44	\$3.39	\$3.38	0.34%
OPEX/VRH	\$51.80	\$63.33	\$54.38	\$65.24	\$52.34	\$55.73	\$61.93	\$57.99	\$56.86	\$55.88	\$53.53	\$50.06	\$54.28	\$56.49	\$50.25	12.42%
OPEX/UPT	\$40.28	\$36.53	\$31.89	\$36.32	\$30.35	\$33.21	\$39.00	\$35.54	\$35.47	\$34.25	\$33.72	\$31.93	\$36.35	\$34.47	\$39.08	-11.80%
OTP	96.00%	98.00%	97.00%	96.00%	94.00%	96.00%	97.00%	97.00%	96.00%	98.00%	97.30%	95.60%	97.00%	96.58%	97.00%	-0.42%
STO	94.92%	95.28%	94.86%	93.66%	94.11%	94.08%	92.46%	93.99%	93.49%	93.95%	94.96%	95.02%	93.25%	94.09%	95.39%	-1.30%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	10.00%	0.00%	10.00%
Cutaway (CU)	13.00%	12.90%	0.10%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	7.00%	8.33%	-1.33%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	30.00	0.00	-100.00%
Demand Response	30.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	2.00	0.00	-100.00%
Demand Response	2.00	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	31.00	0.00	-100.00%
Demand Response	31.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.25	1.93	54.40%
Demand Response	1.25	1.28	2.40%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response	Commuter Bus
Electric	0%	0%	0%
Hybrid	17%	0%	0%
CNG	0%	0%	0%
Diesel	83%	0%	100%

CRTP Choice Metric	
Name of Metric	Implement Bus on Shoulder Pilot
Value/Description	Done--Implemented 1/4/22
Target	Implement the Bus on Shoulder Pilot
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Miles Between Road Calls	Miles Between Road Calls
Value/Description	39,968.48	54,440.98
Target	40,880.2	43,536.2
Notes		Surpassed target. Most months were almost double the target.

Gasoline	0%	100%	0%

External Partnerships	19	22	4
------------------------------	----	----	---

			Winter months were below and therefore offset.
--	--	--	--

MetroWest Regional Transit Authority (MWRTA)



SUMMARY PROFILE

Headquarters:
15 Blandin Avenue
Framingham, MA

Administrator:
James Nee

Website:
www.mwrta.com

Agency Information		Ridership Information (FY2023)	
Year Founded	2006	Fixed Route	326,235 unlinked passenger trips
Service Hours	Mon-Fri: 5:30 AM – 8:50 PM Sat: 6:45 AM – 6:45 PM Sunday: 8:00 AM – 6:00 PM (Catch Connect only)	Demand Response	146,796 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	103,098	16,726	18,635	35,070	35,654	33,675	27,051	24,244	27,050	29,233	29,233	26,433	23,231	326,235	322,181	101.26%
UPT/VRM	0.20	0.25	0.23	0.42	0.43	0.35	0.34	0.28	0.30	0.32	0.32	0.32	0.24	0.32	0.28	11.14%
UPT/VRH	2.79	3.52	3.40	5.62	5.61	5.35	4.28	3.91	4.29	4.71	4.71	4.26	3.97	4.51	3.99	12.92%
FRR	0.64%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.90%	0.00%	0.00%	0.39%	5.50%	5.23%	1.05%	10.00%	-8.95%
OPEX/VRM	\$5.90	\$6.28	\$5.78	\$5.52	\$5.73	\$5.25	\$6.21	\$5.97	\$5.44	\$5.99	\$5.19	\$6.23	\$5.21	\$5.71	\$6.08	-6.08%
OPEX/VRH	\$83.00	\$88.44	\$86.98	\$74.67	\$74.73	\$79.03	\$78.10	\$84.71	\$77.41	\$88.63	\$76.90	\$83.46	\$87.55	\$81.47	\$85.42	-4.62%
OPEX/UPT	\$29.76	\$25.11	\$25.56	\$13.28	\$13.33	\$14.78	\$18.25	\$21.66	\$18.03	\$18.83	\$16.33	\$19.58	\$22.05	\$18.08	\$21.40	-15.49%
OTP	99.00%	98.00%	97.00%	95.00%	99.00%	98.00%	98.00%	98.00%	98.00%	98.00%	92.00%	92.00%	97.00%	96.67%	99.00%	-2.33%
STO	99.00%	98.00%	99.00%	97.00%	98.00%	98.00%	99.00%	99.00%	99.00%	99.00%	100.00%	100.00%	100.00%	98.83%	99.00%	-0.17%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	29,970	10,854	11,930	9,092	13,113	13,839	12,060	12,329	12,261	14,483	13,496	12,003	11,336	146,796	100,000	146.80%
UPT/VRM	0.13	0.18	0.17	0.14	0.21	0.22	0.17	0.20	0.21	0.20	0.21	0.18	0.18	0.19	0.14	39.18%
UPT/VRH	1.82	2.08	2.04	1.95	2.25	2.31	2.02	2.09	2.20	2.21	2.29	1.94	1.88	2.11	1.94	8.55%

FRR	0.05%	0.01%	0.00%	0.02%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	2.41%	3.41%	0.50%	3.00%	-2.50%
OPEX/VRM	\$6.78	\$7.89	\$7.40	\$7.58	\$8.44	\$8.62	\$7.40	\$9.08	\$8.77	\$7.64	\$8.35	\$8.20	\$8.20	\$8.10	\$7.22	12.20%
OPEX/VRH	\$97.37	\$91.85	\$86.67	\$108.43	\$90.75	\$92.46	\$88.68	\$94.25	\$91.32	\$83.61	\$90.64	\$88.12	\$87.09	\$90.75	\$103.71	-12.49%
OPEX/UPT	\$53.57	\$44.23	\$42.56	\$55.73	\$40.41	\$40.01	\$43.91	\$44.99	\$41.49	\$37.90	\$39.63	\$45.36	\$46.24	\$43.08	\$53.43	-19.39%
OTP	99.00%	98.00%	98.48%	97.02%	98.00%	98.00%	98.00%	98.00%	99.00%	98.00%	98.00%	99.00%	99.00%	98.21%	99.00%	-0.79%
STO	99.00%	99.90%	100.00%	100.00%	100.00%	100.00%	99.00%	100.00%	99.00%	99.00%	100.00%	100.00%	100.00%	99.74%	99.00%	0.74%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Cutaway (CU)	25.00%	20.95%	4.05%
Van (VN)	0.00%	0.00%	0.00%
Automobile (AO)	100.00%	100.00%	0.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Trucks/Other Rubber Tires	50.00%	50.00%	0.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	12.00	3.00	-75.00%
Demand Response	8.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.00	2.90	190.00%
Demand Response	1.00	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	15.00	2.00	-86.67%
Demand Response	10.00	1.00	-90.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	1.25	1.93	54.40%
Demand Response	1.25	1.28	2.40%

ANNUAL PERFORMANCE REPORTING METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	90%	0%
Diesel	0%	0%
Gasoline	10%	100%

C RTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Entrepreneurship Revenue	Catch Connect Ridership
Value/Description	\$366,872	46777
Target	\$370,658	10,000
Notes	For FY 23	

Free Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

External Partnerships	19	0
------------------------------	----	---

Montachusett Regional Transit Authority (MART)



SUMMARY PROFILE

Headquarters:
1427R Water Street
Fitchburg, MA 01420

Administrator:
Bruno Fisher

Website:
www.mrta.us

Agency Information		Ridership Information (FY2023)	
Year Founded	1978	Fixed Route	342,259 unlinked passenger trips
Service Hours	Mon-Fri: 5:15 AM – 8:35 PM* Sat: 9:30 AM – 6:00 PM Sun: No Service**	Demand Response	246,732 unlinked passenger trips
	*University Shuttle = Mon-Thursday 6:30 AM to 12:00 AM; Friday 8:00 AM to 7:00 PM; Sunday 4:30 PM-12:00 AM **Late night JARC = Mon-Sat 8:00 PM-12:00 AM	Demand Taxi	285,520 unlinked passenger trips

Municipalities Served (25)								
Ashburnham	Ayer	Boxborough	Hardwick	Lancaster	Lunenburg	Shirley	Templeton	
Ashby	Barre*	Fitchburg	Harvard	Leominster	Phillipston**	Sterling	Townsend***	
Athol	Bolton	Gardner	Hubbardston	Littleton	Royalston	Stow	Westminster	
	*Also served by WRTA				**Also served by FRTA		Winchendon	
							***Also served by LRTA	

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	127,580	28,072	31,160	36,177	30,490	27,855	21,286	24,412	24,531	30,163	29,496	31,498	27,119	342,259	429,908	79.61%
UPT/VRM	0.37	0.42	0.41	0.48	0.41	0.39	0.28	0.34	0.35	0.38	0.41	0.40	0.40	0.39	0.47	-17.48%
UPT/VRH	5.61	6.73	6.49	7.57	6.82	6.41	4.82	5.94	5.90	6.50	6.90	6.95	7.08	6.51	7.67	-15.09%
FRR	6.18%	6.98%	8.62%	11.70%	10.16%	10.14%	3.10%	3.03%	12.76%	0.54%	15.29%	4.67%	2.99%	7.35%	12.00%	-4.65%
OPEX/VRM	\$9.38	\$8.17	\$7.29	\$8.03	\$7.75	\$7.21	\$7.65	\$7.99	\$9.59	\$7.83	\$7.50	\$7.09	\$11.58	\$8.10	\$7.39	9.71%
OPEX/VRH	\$144.17	\$131.93	\$115.27	\$127.09	\$127.49	\$118.33	\$131.09	\$139.60	\$161.87	\$133.50	\$126.19	\$122.25	\$205.51	\$135.57	\$113.54	19.40%
OPEX/UPT	\$25.68	\$19.61	\$17.77	\$16.80	\$18.68	\$18.46	\$27.22	\$23.51	\$27.43	\$20.55	\$18.28	\$17.58	\$29.03	\$20.81	\$18.49	12.54%
OTP	0.00%	98.50%	98.70%	98.30%	99.00%	99.20%	98.20%	99.20%	99.20%	99.70%	99.80%	99.70%	99.80%	99.11%	98.00%	1.11%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	94.35%	96.18%	96.05%	98.80%	100.00%	-1.20%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	65,547	18,277	20,768	21,028	20,740	20,310	20,920	18,223	18,416	22,874	20,654	23,003	21,519	246,732	337,692	73.06%
UPT/VRM	0.12	0.15	0.14	0.14	0.14	0.15	0.14	0.14	0.15	0.15	0.15	0.15	0.14	0.15	0.15	-2.71%
UPT/VRH	1.71	2.33	2.28	2.31	2.31	2.33	2.29	2.22	2.33	2.40	2.38	2.36	2.25	2.32	2.20	5.45%
FRR	14.34%	17.84%	21.43%	18.17%	21.73%	22.03%	16.97%	17.96%	20.83%	19.14%	19.10%	21.51%	14.15%	18.97%	20.07%	-1.10%
OPEX/VRM	\$7.09	\$8.01	\$6.62	\$6.53	\$6.01	\$6.27	\$6.96	\$7.62	\$6.00	\$6.46	\$6.48	\$5.86	\$8.98	\$6.80	\$5.67	19.96%
OPEX/VRH	\$103.50	\$125.01	\$104.89	\$104.67	\$97.06	\$100.44	\$110.19	\$118.45	\$94.54	\$103.96	\$103.04	\$92.77	\$141.27	\$107.98	\$82.80	30.41%
OPEX/UPT	\$60.61	\$53.61	\$46.02	\$45.30	\$41.93	\$43.16	\$48.18	\$53.38	\$40.57	\$43.37	\$43.27	\$39.39	\$62.69	\$46.62	\$48.49	-3.86%
OTP	99.18%	99.00%	98.00%	98.00%	98.22%	96.05%	93.62%	94.13%	94.80%	95.08%	94.35%	96.18%	96.05%	96.12%	98.00%	-1.88%
STO	99.60%	97.15%	97.58%	98.09%	96.08%	95.90%	95.43%	95.21%	95.48%	95.96%	96.65%	97.00%	97.00%	96.46%	98.00%	-1.54%

Demand Taxi – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	149,316	22,886	24,531	23,400	23,042	23,015	24,783	24,883	22,597	24,079	23,499	25,169	23,636	285,520	281,577	101.40%
UPT/VRM	0.11	0.08	0.08	0.08	0.08	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.08	8.27%
UPT/VRH	4.21	3.46	3.50	3.49	3.43	3.63	3.71	3.62	3.62	3.69	3.73	3.72	3.70	3.61	3.47	3.91%
FRR	1.00%	0.81%	0.96%	0.82%	0.86%	0.73%	0.49%	0.69%	0.81%	0.79%	0.68%	0.60%	0.55%	0.73%	100.00%	-99.27%
OPEX/VRM	\$2.20	\$2.92	\$3.00	\$3.32	\$3.23	\$3.32	\$3.49	\$3.42	\$3.47	\$3.50	\$3.45	\$3.54	\$3.78	\$3.36	\$3.07	9.59%
OPEX/VRH	\$83.44	\$121.96	\$124.40	\$139.80	\$136.69	\$139.87	\$145.34	\$141.90	\$143.10	\$142.94	\$143.55	\$146.50	\$156.27	\$140.06	\$128.77	8.77%
OPEX/UPT	\$19.80	\$35.26	\$35.55	\$40.00	\$39.81	\$38.57	\$39.23	\$39.20	\$39.57	\$38.77	\$38.49	\$39.43	\$42.23	\$38.84	\$37.09	4.73%
OTP	97.20%	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%	98.00%	2.00%
STO	0.00%	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%	98.00%	2.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	10.00%	5.26%	4.74%
Cutaway (CU)	10.00%	2.72%	7.28%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Trucks/Other Rubber Tires	12.00%	7.69%	4.31%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	5.00	2.00	-60.00%

Demand Response	0.00	0.00	0.00%	Demand Response	0.00	0.00	0.00%	Demand Response	5.00	1.00	-80.00%
-----------------	------	------	-------	-----------------	------	------	-------	-----------------	------	------	---------

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	7.50	2.28	-69.60%
Demand Response	2.00	1.14	-43.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	5.00	2.00	-60.00%
Demand Response	5.00	1.00	-80.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	7.50	2.28	-69.60%
Demand Response	2.00	0.59	-70.50%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response	Demand-Taxi
Electric	0%	0%	0%
Hybrid	4.4%	0%	0%
CNG	0%	0%	0%
Diesel	44.4%	0%	0%
Gasoline	51.1%	100%	100%

CRTP Choice Metric	Fixed Route	Demand Response
Name of Metric	TVM - Sale Kiosks	JARC Expansion
Value/Description	4	1,356 additional rides
Target	8,500	
Notes	Final installation to occur in October for all remaining.	Total JARC now at 11,800 from an original 8,867 without expanded service.

Free Choice Metric	Fixed Route	Demand Response	Demand Taxi
Name of Metric	Service Complaint Totals	Service Complaint Totals	Service Complaint Totals
Value/Description	27	63	40
Target			
Notes	52% were invalid	29% were invalid	1% were invalid

External Partnerships	1	3	5

Nantucket Regional Transit Authority (NRTA)

SUMMARY PROFILE

Headquarters:
20-R South Street
Nantucket, MA 02554

Administrator:
Gary Roberts

Website:
www.nrtawave.com



Agency Information		Ridership Information (FY2023)	
Year Founded	1993	Fixed Route	241,842 unlinked passenger trips

Service Hours	Winter: 7:00 AM to 9:00 PM Shoulder: 7:00 AM to 11:30 PM Peak: 7:00 AM to 12:00 AM
----------------------	--

Demand Response	2,309 unlinked passenger trips
------------------------	---------------------------------------

Municipalities Served (1)
Nantucket

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	86,807	64,614	60,208	28,016	10,541	5,597	4,746	3,362	3,425	4,061	6,731	15,106	35,435	241,842	175,000	138.20%
UPT/VRM	0.31	1.20	1.14	0.87	0.61	0.38	0.31	0.21	0.24	0.25	0.44	0.77	0.94	0.79	0.70	13.02%
UPT/VRH	0.15	12.07	11.25	11.06	7.58	4.54	3.72	2.55	2.88	3.08	5.46	9.10	9.16	8.72	8.06	8.24%
FRR	18.00%	30.31%	23.36%	15.57%	13.29%	4.95%	0.00%	8.28%	4.53%	7.29%	28.98%	34.61%	30.53%	20.74%	41.00%	-20.26%
OPEX/VRM	\$16.78	\$7.45	\$10.14	\$8.36	\$7.93	\$9.23	\$7.84	\$7.35	\$8.13	\$7.68	\$10.47	\$7.93	\$9.11	\$8.57	\$16.25	-47.26%
OPEX/VRH	\$183.33	\$74.88	\$100.38	\$105.97	\$98.06	\$111.16	\$94.47	\$88.46	\$97.98	\$95.47	\$130.03	\$94.23	\$88.90	\$94.50	\$175.00	-46.00%
OPEX/UPT	\$27.92	\$6.20	\$8.93	\$9.58	\$12.94	\$24.49	\$25.38	\$34.68	\$34.04	\$30.99	\$23.80	\$10.35	\$9.70	\$10.83	\$25.00	-56.67%
OTP	97.00%	89.00%	90.00%	96.00%	97.00%	98.00%	99.00%	99.00%	98.00%	97.00%	99.00%	96.00%	94.00%	96.00%	100.00%	-4.00%
STO	100.00%	90.00%	80.00%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	96.58%	100.00%	-3.42%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	371	148	221	200	178	175	142	144	159	212	177	274	279	2,309	425	543.29%
UPT/VRM	0.13	0.16	0.19	0.20	0.24	0.18	0.23	0.26	0.24	0.29	0.27	0.28	1.85	0.25	0.15	69.60%
UPT/VRH	1.13	1.16	1.45	1.32	1.56	1.52	1.48	1.87	1.35	1.84	1.79	2.80	3.03	1.70	1.30	30.98%
FRR	0.33%	0.89%	0.68%	0.83%	0.90%	0.65%	0.00%	1.54%	1.07%	1.01%	0.93%	1.49%	0.98%	0.91%	0.37%	0.54%
OPEX/VRM	\$76.63	\$14.10	\$18.26	\$18.09	\$19.70	\$13.48	\$12.58	\$12.59	\$14.02	\$18.73	\$21.27	\$13.78	\$139.64	\$18.19	\$75.00	-75.74%
OPEX/VRH	\$679.00	\$98.79	\$142.68	\$116.39	\$126.32	\$111.97	\$79.92	\$91.25	\$78.29	\$117.41	\$139.02	\$137.96	\$229.20	\$121.76	\$650.00	-81.27%
OPEX/UPT	\$598.75	\$85.44	\$98.14	\$88.46	\$80.90	\$73.58	\$54.03	\$48.79	\$58.10	\$63.69	\$77.76	\$49.34	\$75.58	\$71.51	\$550.00	-87.00%
OTP	99.50%	100.00%	99.00%	99.00%	99.00%	99.00%	100.00%	99.60%	99.70%	99.70%	100.00%	100.00%	100.00%	99.58%	100.00%	-0.42%
STO	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			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	0.00%	68.42%	-68.42%
Van (VN)	0.00%	50.00%	-50.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	0.00%	100.00%	-100.00%
Trucks/Other Rubber Tires	0.00%	0.00%	0.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	0.00	0.33	0.00	-0.33%
Demand Response	0.00	0.00	0.00	0.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	100%	0%
Gasoline	0%	100%

External Partnerships	2	2
-----------------------	---	---

C RTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Preventable Accidents per/100,000	Preventable Accidents per/100,000
Value/Description	2	0
Target		
Notes		

Free Choice Metric	Fixed Route	Demand Response
Name of Metric		
Value/Description		
Target		
Notes		

Pioneer Valley Transit Authority (PVTA)



SUMMARY PROFILE

Headquarters:
2808 Main Street
Springfield, MA 01107

Administrator:
Sandra Sheehan

Website:
www.pvta.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1974	Fixed Route	6,902,780 unlinked passenger trips
Service Hours	Mon-Fri: 5:00 AM – 12:18 AM Sat: 5:00 AM – 1:25 AM Sun: 7:00 AM – 11:30 PM	Demand Response	177,300 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,827,000	354,008	413,088	715,909	710,949	621,891	614,548	397,208	595,411	664,243	689,647	689,600	436,278	6,902,780	6,350,000	108.71%
UPT/VRM	0.86	1.06	1.16	1.82	1.79	1.65	1.57	1.12	1.58	1.57	1.74	1.70	1.28	1.52	1.35	12.47%
UPT/VRH	11.49	14.90	16.26	25.97	25.71	23.61	22.62	16.07	23.27	23.21	25.48	24.88	18.11	21.86	18.59	17.62%
FRR	7.26%	12.45%	10.86%	8.46%	10.62%	7.79%	1.65%	33.74%	9.01%	26.70%	5.57%	6.79%	4.53%	11.55%	10.00%	1.55%
OPEX/VRM	\$8.58	\$6.97	\$8.82	\$10.14	\$7.66	\$8.31	\$8.79	\$9.42	\$8.53	\$9.32	\$7.98	\$8.02	\$12.61	\$8.86	\$8.50	4.27%
OPEX/VRH	\$114.27	\$97.64	\$123.39	\$145.00	\$110.25	\$119.04	\$126.51	\$135.26	\$125.50	\$137.80	\$116.65	\$117.35	\$178.97	\$127.63	\$116.10	9.93%
OPEX/UPT	\$9.90	\$6.55	\$7.59	\$5.58	\$4.29	\$5.04	\$5.59	\$8.42	\$5.39	\$5.94	\$4.58	\$4.72	\$9.88	\$5.84	\$6.30	-7.34%
OTP	81.87%	76.00%	76.00%	67.00%	72.00%	72.00%	74.00%	75.00%	72.00%	72.00%	72.00%	71.00%	72.00%	72.58%	75.00%	-2.42%
STO	99.97%	99.86%	99.86%	99.86%	99.81%	99.96%	99.91%	99.97%	99.73%	99.85%	99.89%	99.89%	99.94%	99.88%	99.99%	-0.11%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	115,000	12,741	14,270	15,162	14,833	14,202	15,147	14,158	14,382	16,647	15,014	15,763	14,657	176,976	163,000	108.57%

UPT/VRM	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.10	0.09	0.09	0.09	0.09	0.09	0.09	6.16%
UPT/VRH	1.14	1.25	1.27	1.39	1.39	1.36	1.41	1.33	1.42	1.41	1.39	1.40	1.37	1.37	1.35	1.24%
FRR	3.26%	5.66%	4.81%	5.49%	4.99%	5.98%	0.31%	6.29%	4.47%	12.59%	6.54%	7.19%	6.03%	5.87%	7.00%	-1.13%
OPEX/VRM	\$7.10	\$5.75	\$4.72	\$4.87	\$4.38	\$4.43	\$4.47	\$4.60	\$4.47	\$4.31	\$4.02	\$3.94	\$4.01	\$4.48	\$4.30	4.25%
OPEX/VRH	\$93.30	\$80.71	\$67.14	\$72.95	\$66.04	\$66.44	\$67.03	\$64.89	\$66.57	\$64.27	\$60.16	\$60.02	\$60.85	\$66.33	\$63.30	4.79%
OPEX/UPT	\$81.97	\$64.76	\$52.72	\$52.48	\$47.51	\$48.79	\$47.43	\$48.96	\$46.73	\$45.43	\$43.38	\$42.77	\$44.55	\$48.53	\$46.80	3.70%
OTP	97.51%	98.20%	98.20%	95.80%	96.30%	97.00%	96.50%	96.70%	96.30%	96.30%	97.10%	100.00%	100.00%	97.37%	95.00%	2.37%
STO	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			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	14.00%	39.41%	-25.41%
Cutaway (CU)	57.00%	89.86%	-32.86%
Articulated Bus (AB)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	83.00%	83.00%	0.00%
Trucks/Other Rubber Tires	40.00%	38.30%	1.70%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Systemwide	0.00	5.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Systemwide	0.00	1.10	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Systemwide		2.00	

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Systemwide		0.44	

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	13%	0%
Hybrid	8%	0%
CNG	0%	0%
Diesel	79%	0%

C RTP Choice Metric	Fixed Route	Fixed Route	Demand Response
Name of Metric	Pilot Northampton-Springfield Express Ridership	Mean Miles Between Mechanical Failure	Mean Miles Between Mechanical Failure
Value/Description	88,858	12,221	40,378
Target			
Notes	Exceeded target by 33%	Fell short of target by 53%, largely due to unanticipated	Exceeded target by 13%

Free Choice Metric	Fixed Route	Demand Response
Name of Metric		
Value/Description		
Target		
Notes		

Gasoline	0%	100%

External Partnerships	45	6
------------------------------	----	---

	mechanical problems with newest electric buses	
--	--	--

--	--	--

Southeastern Regional Transit Authority (SRTA)



SUMMARY PROFILE

Headquarters:

700 Pleasant Street, Suite 320
New Bedford, MA 02740

Administrator:

Erik Rousseau

Website:

www.srtabus.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1974	Fixed Route	2,125,095 unlinked passenger trips
Service Hours	Mon-Fri: 5:20 AM – 9:40 PM Sat: 6:10 AM – 7:05 PM Sunday: No Service	Demand Response	89,662 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	798,428	145,334	161,910	209,842	205,568	179,379	190,972	199,979	177,913	222,774	187,951	222,036	182,263	2,285,921	2,203,516	103.74%
UPT/VRM	1.04	1.16	1.21	1.59	1.43	1.43	1.43	1.54	1.48	1.60	1.53	1.70	1.41	1.46	1.72	-15.18%
UPT/VRH	13.62	14.82	15.38	20.04	17.93	17.96	18.02	19.43	18.74	20.14	19.28	21.41	17.81	18.43	21.59	-14.65%
FRR	0.00%	9.84%	10.92%	12.52%	12.79%	5.75%	1.51%	9.91%	10.10%	11.14%	10.04%	11.76%	7.31%	9.22%	8.76%	0.46%
OPEX/VRM	\$9.27	\$9.77	\$10.36	\$10.40	\$9.60	\$13.85	\$12.15	\$12.10	\$11.93	\$11.55	\$11.30	\$9.78	\$15.54	\$11.50	\$10.31	11.57%
OPEX/VRH	\$121.89	\$124.41	\$131.80	\$131.02	\$120.87	\$174.46	\$153.26	\$152.35	\$150.67	\$145.61	\$142.61	\$123.40	\$196.69	\$145.29	\$130.29	11.51%
OPEX/UPT	\$8.99	\$8.40	\$8.57	\$6.54	\$6.74	\$9.71	\$8.51	\$7.84	\$8.04	\$7.23	\$7.40	\$5.76	\$11.04	\$7.88	\$7.39	6.70%
OTP	83.00%	87.00%	89.00%	82.00%	84.00%	82.00%	88.60%	86.70%	88.50%	87.60%	86.00%	85.00%	85.00%	85.95%	85.00%	0.95%
STO	99.90%	99.74%	99.55%	99.72%	99.63%	99.72%	99.62%	99.68%	99.83%	99.71%	99.67%	99.67%	99.71%	99.69%	99.90%	-0.21%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	34,724	6,555	7,212	7,486	7,230	7,481	8,551	7,020	7,035	8,177	7,441	7,807	7,667	89,662	74,036	121.11%
UPT/VRM	0.13	0.16	0.13	0.13	0.13	0.13	0.14	0.12	0.13	0.13	0.13	0.13	0.15	0.13	0.13	1.81%
UPT/VRH	1.93	2.01	2.02	2.07	2.01	2.07	2.23	1.94	2.02	1.99	2.01	1.94	2.02	2.03	1.93	5.04%

FRR	0.00%	4.32%	3.70%	4.43%	3.68%	2.56%	0.14%	4.50%	3.33%	4.01%	3.93%	4.39%	2.57%	3.38%	3.18%	0.20%
OPEX/VRM	\$8.22	\$9.46	\$7.97	\$7.51	\$7.79	\$9.65	\$8.50	\$8.89	\$8.41	\$8.21	\$7.82	\$6.93	\$12.42	\$8.57	\$9.59	-10.61%
OPEX/VRH	\$119.55	\$120.70	\$125.03	\$122.20	\$123.94	\$155.32	\$136.62	\$139.62	\$132.27	\$126.50	\$120.76	\$102.47	\$171.18	\$131.31	\$128.58	2.13%
OPEX/UPT	\$61.73	\$59.99	\$61.99	\$59.06	\$61.75	\$75.05	\$61.21	\$71.96	\$65.52	\$63.47	\$60.20	\$52.83	\$84.60	\$64.77	\$69.47	-6.76%
OTP	98.00%	94.44%	95.39%	95.64%	95.68%	95.49%	94.85%	95.70%	96.21%	95.58%	96.04%	96.29%	96.05%	95.61%	98.00%	-2.39%
STO	99.90%	99.91%	99.97%	99.98%	99.97%	99.85%	99.73%	99.71%	99.71%	99.68%	99.83%	99.88%	99.82%	99.84%	99.90%	-0.06%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	25.00%	42.19%	-17.19%
Cutaway (CU)	25.00%	38.71%	-13.71%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	50.00%	100.00%	-50.00%
Trucks/Other Rubber Tires	50.00%	45.00%	5.00%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	50.00%	-50.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	1.00	100.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.60	100.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	8.00	3.00	-62.50%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	5.20	1.91	-63.27%
Demand Response	1.90	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	8.00	2.00	-75.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	5.20	1.28	-75.38%
Demand Response	1.90	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	100%	0%

CRTP Choice Metric	
Name of Metric	% Cash Fares Paid at Farebox
Value/Description	23%
Target	40.00%
Notes	This metric is likely skewed by the fare free pilot but the extend is unknown.

Free Choice Metric	
Name of Metric	Cost/UPT to Collect Fares
Value/Description	\$0.30
Target	\$0.50
Notes	This metric is not skewed by the fare-free pilot

Gasoline	0%	100%
-----------------	----	------

External Partnerships	2	14
------------------------------	---	----

Worcester Regional Transit Authority (WRTA)



SUMMARY PROFILE

Headquarters:
60 Foster Street
Worcester, MA 01608

Administrator:
Joshua Rickman

Website:
www.therta.com

Agency Information		Ridership Information (FY2023)	
Year Founded	1974	Fixed Route	3,935,481 unlinked passenger trips
Service Hours	Mon–Fri: 4:50 AM – 11:45 PM Sat: 5:45 AM – 10:25 PM Sun: 8:30 AM – 7:26 PM	Demand Response	137,167 unlinked passenger trips
		Demand Taxi	60,781 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,042,306	312,966	356,881	350,110	347,226	326,062	319,276	296,589	264,151	342,208	326,036	340,754	353,222	3,935,481	2,200,962	178.81%
UPT/VRM	1.17	1.96	1.99	2.04	2.06	1.97	1.88	1.70	1.65	1.84	1.99	1.91	2.03	1.92	1.23	55.74%
UPT/VRH	13.77	23.01	23.59	25.09	25.09	24.10	22.84	20.89	20.40	22.80	24.55	23.59	24.93	23.41	14.25	64.31%
FRR	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.64%	-8.64%
OPEX/VRM	\$11.39	\$11.22	\$9.98	\$12.42	\$11.96	\$11.59	\$13.02	\$11.22	\$11.72	\$11.72	\$11.85	\$10.91	\$11.85	\$11.61	\$12.21	-4.90%
OPEX/VRH	\$133.71	\$131.98	\$118.48	\$153.09	\$146.04	\$141.95	\$158.42	\$138.31	\$145.13	\$145.09	\$146.37	\$134.99	\$145.75	\$141.95	\$139.68	1.62%
OPEX/UPT	\$9.71	\$5.74	\$5.02	\$6.10	\$5.82	\$5.89	\$6.94	\$6.62	\$7.11	\$6.36	\$5.96	\$5.72	\$5.85	\$6.06	\$10.51	-42.29%
OTP	83.33%	80.50%	80.20%	76.70%	77.20%	77.70%	79.30%	79.60%	79.90%	79.00%	85.00%	79.10%	79.00%	79.43%	83.00%	-3.57%
STO	99.35%	98.40%	99.19%	98.17%	96.87%	97.35%	96.45%	98.40%	99.44%	99.55%	99.10%	99.35%	98.07%	98.36%	99.60%	-1.24%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	46,779	10,634	12,027	11,556	11,641	11,442	11,308	11,536	10,101	12,261	10,678	12,387	11,596	137,167	99,099	138.41%
UPT/VRM	0.12	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.15	0.13	16.57%
UPT/VRH	1.76	2.39	2.28	2.36	2.49	2.45	2.37	2.47	2.48	2.43	2.49	2.47	2.47	2.43	1.90	27.79%
FRR	0.03%	0.66%	0.74%	0.64%	0.70%	0.78%	0.78%	0.91%	0.78%	0.72%	0.81%	0.84%	0.65%	0.75%	8.64%	-7.89%
OPEX/VRM	\$7.62	\$7.89	\$6.93	\$8.32	\$7.52	\$7.43	\$8.20	\$7.45	\$7.77	\$7.11	\$7.52	\$6.25	\$7.72	\$7.49	\$8.38	-10.57%
OPEX/VRH	\$109.78	\$124.71	\$106.37	\$134.40	\$122.42	\$119.72	\$127.59	\$119.46	\$125.54	\$113.87	\$123.40	\$101.17	\$125.84	\$120.04	\$123.18	-2.54%
OPEX/UPT	\$62.44	\$52.18	\$46.58	\$56.87	\$49.21	\$48.82	\$53.88	\$48.34	\$50.62	\$46.81	\$49.49	\$40.96	\$50.86	\$49.44	\$67.74	-27.02%
OTP	93.35%	89.00%	89.00%	88.00%	86.00%	86.00%	90.00%	91.00%	89.00%	87.00%	87.00%	87.00%	85.00%	87.83%	92.50%	-4.67%
STO	99.98%	99.96%	99.91%	100.00%	99.89%	100.00%	99.89%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%	99.97%	99.90%	0.07%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Bus (BU)	18.18%	18.52%	-0.34%
Cutaway (CU)	26.00%	16.07%	9.93%
Van (VN)	100.00%	100.00%	0.00%

Equipment			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Automobiles	50.00%	50.00%	0.00%
Trucks/Other Rubber Tires	100.00%	62.50%	37.50%

Facilities			
Asset Class	FY2023 Target (%)	FY2023 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY22 Actual	% Variance
Fixed Route	10.00	8.00	-20.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	5.10	3.89	-23.73%
Demand Response	0.80	0.00	-100.00%

Safety Events			
Mode	Target	CY22 Actual	% Variance
Fixed Route	9.00	8.00	-11.11%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY22 Actual	% Variance
Fixed Route	4.60	3.39	-26.33%
Demand Response	0.80	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	28%	0%
CNG	0%	0%
Diesel	72%	0%
Gasoline	0%	100%

External Partnerships	0	12
------------------------------	---	----

C RTP Choice Metric	
Name of Metric	Integrate at least one (1) existing, or new, external partnership with the automated account-based fare payment system for fixed-route.
Value/Description	Not Completed
Target	One (1) new external partnership
Notes	Due to a vote of the WRTA Advisory Board to continue its suspension of fare policy, this metric was not met in SFY 2023. The account-based fare payment system has been installed on all buses, and can be operational if the fare policy is reinstated.

Free Choice Metric	
Name of Metric	Implementation of public-facing performance management dashboard to inform customers of data-driven efforts.
Value/Description	In-progress
Target	
Notes	The redesign of the WRTA website was completed at the beginning of SFY 2024, and WRTA is exploring options to integrate performance data into its new website.

