

# *Tracker 2025*

## MassDOT's Annual Report

Phillip Eng | Interim MassDOT Secretary & MBTA General Manager & CEO

*Prepared by the Office of Performance Management and Innovation*

***massDOT***  
Massachusetts Department of Transportation

# Welcome to Tracker 2025



I am pleased to present Tracker, our annual report on transportation across the Commonwealth. Thanks to the tireless work of MassDOT, MBTA, RTA, and our municipal employees, we are making strides towards ensuring safe and reliable transportation to all communities in Massachusetts.

Our number one goal at MassDOT is safety. Through initiatives like the MBTA Track Improvement Program, the Sumner Tunnel project, and flying drones for bridge inspections, we dedicated much of the year rebuilding the transportation system we all deserve after too many years of deferred maintenance and disinvestment.

We are already beginning to see the results of these efforts; injuries are down on roadways and safety incidents are down on RTAs and on MBTA bus and subway lines. Our airport inspection program has hit 100% of our targets and we invested \$14 million repairing small bridges in 35 cities and towns across Massachusetts. Of course, we know we have more work to do. We will continue to monitor and address issues as they arise as we work toward delivering a Commonwealth where every family can rely on getting safely to their destination.

This progress, as well as our improvements in the connectivity and reliability of our system, are made possible by the faith placed in us by voters and the Legislature through the Fair Share Amendment. In Fiscal Year 2025, \$1.3 billion was allotted to transportation all across the Commonwealth.

These improvements all stem from our Long-Range Transportation Plan, [Beyond Mobility](#). This plan establishes goals that put the people that live, work, and travel in our state at the forefront of policy, programs, and measurements from Staffing and Financial decisions to Supporting Clean Transportation, to the Travel Experience. Tracker is our tool to help you monitor our progress towards these goals. This report, organized by the focus areas outlined in Beyond Mobility, summarizes the agency's performance for Fiscal Year 2025.

Please keep reading the sections below to learn more about how to we performed relative to our Beyond Mobility goals. Additionally, please visit [www.massdottracker.com](http://www.massdottracker.com) to read more details about what we've accomplished. The site includes a summary of the year, opportunities to take a Closer Look at some topics of interest this year, and a new, interactive Data Explorer tool that contains over 300 specific metrics, with links to source documentation and reports for thousands more.

I would like to thank all of the people who work every day at the MBTA, the five MassDOT divisions, the 15 RTAs, 16 Transportation Management Associations, and all 351 municipal public works and streets departments. Under the guidance of the Healey-Driscoll Administration, we are all working to make travel safer and more efficient for everyone who lives, works, and visits Massachusetts.

Sincerely,

A handwritten signature in black ink, appearing to read "Phillip Eng". The signature is fluid and cursive, with the first name "Phillip" written in a larger, more prominent script than the last name "Eng".

Phillip Eng  
Interim MassDOT Secretary & MBTA General Manager & CEO

# *Safety*



# Safety

MassDOT is committed to advancing a future without transportation-related serious injuries and fatalities and eliminating the disparity in crash rates between Environmental Justice communities and all other groups. While our work is never complete when it comes to the safety of our residents, we are proud to report that safety has improved across all our MassDOT Divisions in FY25.

Following an increase in safety incidents as travel increased post-COVID, serious injuries on roadways decreased 4.3% from CY23 to CY24. On transit, there were lower rates of safety events across the MBTA bus and subway systems, plus zero total fatalities across all 15 Regional Transit Authorities (RTAs).

The Commonwealth launched several new initiatives to meet safety standards and to help ensure that safety continues to improve for all users and employees. One such initiative was the MBTA Track Improvement Program that implemented track repairs across all rapid transit lines to address long-term speed restrictions that were degrading the MBTA's service quality. The Track Improvement Program enhanced safety, reduced delays and disruptions, improved train speeds and delivered timely, reliable, and consistent service for riders.

Across MassDOT, promoting safety in transportation is embedded in our day-to-day work. The RMV plays a central role in promoting roadway safety by overseeing driver licensing and suspensions, vehicle inspection and registration services, driver education, school transportation safety programs, crash reporting, and the ignition interlock program, while the Aeronautics Division manages regional airport inspections and has scaled up its support of safety-related preventative maintenance efforts across the Commonwealth through its drone mission program.

A safe transportation system requires constant effort, maintenance, and accountability. While we celebrate the nearly 20% decline in roadway fatalities from their pandemic peak, there are spikes in certain categories that the organization continues to monitor. This includes 26 grade crossing incidents, 9 work zone fatalities, and 78 pedestrian fatalities, a 16% increase. Similarly, injuries were up 13% at the RTAs in CY24.

MassDOT, the MBTA, and the Commonwealth's RTAs are taking active measures to address these safety hazards. The Highway Division is adopting a Safe Systems Approach for roadway design, expanding support for community-driven roadway and pedestrian safety campaigns, and rolling out a new work zone management system.

The MBTA updated safety investigation processes and software tools to better address systemic issues, while also partnering with the Rail Division to invest in enhanced visibility infrastructure at high-risk grade crossings. These initiatives are part of a broader commitment to safety that includes annual partnerships with Operation Lifesaver, a national nonprofit raising awareness about the dangers of trespassing on railway properties, and with Samaritans, a nonprofit dedicated to preventing suicides.

# Safety

Division: Highway										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Fatalities in road-way work zones	CY24	9	CY23	8	CY27	0				
Number of Bicycle Fatalities	CY24	10	CY23	8	Long Term	0				
Number of Fatalities (Actual)	CY24	364	CY23	343	CY27	294				
Number of Motorcycle Fatalities	CY24	70	CY23	62	Long Term	0				
Number of Pedestrian Fatalities	CY24	78	CY23	67	Long Term	0				
Number of Serious Injuries	CY24	2,735	CY23	2,858	CY27	2,015				

Division: RMV										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Adult Motorcycle Education - percent of motorcycle licenses issued that had drivers' education	FY25	69.62%	FY24	65.98%	FY27	75%	FY29	80%	Long Term	85%
Ignition Interlock Program - Percent of IID Participants with Violations	FY25	12.75%	FY24	14.53%						

## Safety

Division: RMV										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Percent of Failed Vehicle Inspections Due to Safety	FY25	4.09%	FY24	4.19%						
Percent of Registered Vehicles in Compliance with Inspections	FY25	87.11%	FY24	87.31%	FY27	93%	FY29	94%	Long Term	97%

Division: Rail										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Number of Derailments – Per 1,000 FRA Track Miles	FY25	6.57	FY24	8.96						
Number of Highway-Rail Incidents – Per 1,000 At-Grade Crossings	FY25	20.5	FY24	11.04						
Number of Reported Hazmat Incidents – Per 1,000 FRA Track Miles	FY25	1.19	FY24	1.19						

## Safety

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Total fatalities across RTAs and modes	CY24	0	CY23	2						
Total injuries across RTAs and modes	CY24	34	CY23	30						

Division: Aeronautics										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Airport Safety Inspections Completed - Percentage of Expected	CY24	100%	CY23	100%	CY27	100%	CY29	100%	Long Term	100%

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Fatalities (Bus)	CY24	1	CY23	0	CY25	0				
Fatalities (Commuter Rail)	CY24	11	CY23	14	CY25	0				
Fatalities (Ferry)	CY24	0	CY23	0	CY25	0				

Safety

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Fatalities (Heavy Rail)	CY24	3	CY23	1	CY25	0				
Fatalities (Light Rail)	CY24	0	CY23	1	CY25	0				
Fatalities (The RIDE)	CY24	0	CY23	0	CY25	0				
Mainline Revenue Train Derailments (Commuter Rail)	CY24	0	CY23	0	CY25	1				
Mainline Revenue Train Derailments (Heavy Rail)	CY24	0	CY23	0						
Mainline Revenue Train Derailments (Light Rail)	CY24	2	CY23	1						
Rate of Collisions (Commuter Rail – Per 1M Revenue Miles)	CY24	2.8	CY23	3.5						
Rate of Collisions (Ferry – Per 1M Revenue Miles)	CY24	3.4	CY23	3.7	CY25	1.12				
Rate of FRA Re-reportable Injuries (Commuter Rail – Per 1M Revenue Miles)	CY24	2.3	CY23	2.4	CY25	12.12				

Safety

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Rate of NTD Reportable Collisions (Bus - Per 1M Revenue Miles)	CY24	6.25	CY23	5.35	CY25	3.69				
Rate of NTD Reportable Collisions (Heavy Rail - Per 1M Revenue Miles)	CY24	0.37	CY23	0.18	CY25	0				
Rate of NTD Reportable Collisions (Light Rail - Per 1M Revenue Miles)	CY24	2.8	CY23	3.05	CY25	1.55				
Rate of NTD Reportable Injuries (Bus - Per 1M Revenue Miles)	CY24	16.32	CY23	15.76	CY25	14.3				
Rate of NTD Reportable Injuries (Ferry - Per 1M Revenue Miles)	CY24	6.8	CY23	3.7	CY25	6.67				
Rate of NTD Reportable Injuries (Heavy Rail - Per 1M Revenue Miles)	CY24	11.61	CY23	14.35	CY25	9.5				

Safety

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Rate of NTD Reportable Injuries (Light Rail - Per 1M Revenue Miles)	CY24	14.73	CY23	13.9	CY25	17				
Rate of NTD Reportable Injuries (The RIDE - Per 1M Revenue Miles)	CY24	3.17	CY23	2.4	CY25	3				
Revenue Boat Groundings (Ferry)	CY24	0	CY23	1	CY25	0				

# *Financial and Staffing Resources*



# *Financial and Staffing Resources*

The achievement of our greater goals and objectives is dependent on the effective stewardship of financial resources. MassDOT and the MBTA are improving in this area by investing in workforce development and capacity and utilizing alternative contracting methods to streamline project delivery.

MassDOT remains flexible in project planning amid an unpredictable federal funding environment. While not all planned capital funds reached the spending or advertising stages in FY25, we saw success as the Aeronautics Division and MBTA both met their FY25 capital spending targets. With the Federal government now unprecedentedly revoking unobligated funding from States, the Highway Division has prioritized the prompt obligation of funds, ensuring that 100% of Federal Funds were obligated this past year.

Existing state funds granted by Fair Share Tax revenue will be essential in identifying alternate paths for projects with jeopardized funding sources as we continue to modernize and maintain Massachusetts' transportation network.

To deliver in-progress projects while avoiding delays and unnecessary budget increases, MassDOT is combining a disciplined approach to initial design with alternative project delivery methods. Several multi-year projects completed in FY25 were set back relative to initial budget estimates by the heightened inflation and supply chain challenges of 2021-2023, but the Highway Division has implemented a central design schedule to streamline capital delivery and lock down detailed scopes as early as possible for new and upcoming projects.

Meanwhile, the MBTA is exploring alternative project delivery methods and implementing more efficient work scheduling, with the on-time completion rate for currently active projects projected at 81%, an improvement from past performance. In addition to these advancements, the MBTA increased operating revenues in FY25 and launched programs to encourage riders to pay their fares, including a new automated fare collection system and a fare engagement team, which will help to sustain and improve service levels.

Delivering projects on time and on budget, along with the daily fulfillment of service, maintenance, and operating goals requires a team of expert staff. MassDOT and the MBTA are committed to bolstering and retaining this vital workforce. In FY25, the MBTA added over 1,500 employees across all departments, 40% of which were internal hires and promotions essential to the MBTA's success in filling critical vacancies. Many of these internal hires were more technical or higher responsibility operations positions that require experienced staff.

Initiatives like advancement training programs, improved employee facilities and scheduling, and General Manager round tables are helping retain a knowledgeable cohesive workforce, reducing attrition at the MBTA from over ten percent in FY23 to 8.1% in FY25.

# Financial and Staffing Resources

Division: Highway										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Number of Con- tracts Planned for Next Year	FY25	110	FY23	71						
Percent of Con- tracts Bid within 60 days of Adver- tisement	FY25	90%	FY24	91%	FY27	95%	FY29	95%	Long Term	95%
Percent of Con- tracts Completed On or Under Bud- get	FY25	60%	FY24	52%	FY27	75%	FY29	75%	Long Term	75%
Percent of Con- tracts Completed On Time	FY25	56.89%	FY24	57%	FY27	75%	FY29	75%		
Percent of Con- tracts given No- tice to Proceed within 60 days of Bid date	FY25	86%	FY24	90%	FY27	95%	FY29	95%	Long Term	95%

Division: Rail										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Capital Budget Spent	FY25	74%	FY23	81%	FY27	90%	FY29	90%		

## Financial and Staffing Resources

Division: Aeronautics										
Metric Name	Previous Period	Previous Value	Current Period	Current Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Contracts Completed on Budget	FY25	92.34%	FY24	96.81%	FY27	93%	FY29	93%		
Contracts Completed on Time	FY25	81%	FY24	92.81%	FY27	93%	FY29	93%		

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Actual Total Expenses	FY25	\$2,800,000,000	FY24	\$2,700,000,000	FY25	\$3,021,000,000				
Actual Total Non-Operating Expenses (Debt Service)	FY25	\$458,000,000	FY24	\$516,000,000	FY25	\$467,000,000				
Actual Total Non-Operating Revenues	FY25	\$2,200,000,000	FY24	\$2,100,000,000	FY25	\$2,231,000,000				
Actual Total Operating Expenses	FY25	\$2,400,000,000	FY24	\$2,200,000,000	FY25	\$2,554,000,000				
Actual Total Operating Revenues	FY25	\$525,000,000	FY24	\$500,000,000	FY25	\$483,000,000				
Actual Total Revenues	FY25	\$2,700,000,000	FY24	\$2,600,000,000	FY25	\$2,714,000,000				
Annual Projection of On Budget	FY25	12%	FY24	66%						

# Financial and Staffing Resources

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Annual Projection of On Time	FY25	81%	FY24	15%						
Projects Completed On or Under Budget	<i>Data for these metrics are pending as of December 2025. Please visit <a href="http://www.massdottracker.com">www.massdottracker.com</a> for the latest data.</i>									
Projects Completed On or Under Time										

# *Reliability*



# Reliability

Reliability relates to every part of transportation; operations, infrastructure, maintenance, and travel experience. It is the core of a functional transportation system and impacts travel decisions daily. MassDOT is taking steps to ensure our transportation system is more reliable at every step, from construction and planning to the traveler experience.

Maintaining rail, aviation, and public transportation assets is crucial for improving safety and ensuring that people and goods arrive at destinations with minimal disruptions due to failures. Several transportation assets improved in FY25; regional airport pavement condition in FY24 and FY25 is the best it has been in a decade, and the share of Rail bridges in poor or non-operable condition dropped from 8% in FY23 to 6% in FY25.

Providing a reliable travel experience requires continuous, proactive management to prevent the deterioration of critical infrastructure and assets. Despite major initiatives such as the Accelerated Bridge Program, aging assets and funding uncertainty have contributed to increased system needs, with the Massachusetts Transportation Funding Task Force recommending additional investments in bridge rehabilitation. The number of Highway bridges in poor condition has risen to 509 in FY25 (10% of all Highway bridges), while the backlog of pavement miles needing repair increased by 22.5% from FFY22 to FFY24.

To address these challenges and prioritize investments in bridge and pavement quality, MassDOT's Capital Investment Plan allocates \$6.5 billion for bridge improvements and \$903 million for pavement programs, supporting a state of good repair across the transportation network.

MassDOT is also investing in innovative methods to monitor transportation assets and help maximize our spending efficiency. A highlight of this effort is the Aeronautics Division's Drone Operations Program to inspect infrastructure more efficiently, further enabling improvements in reliability.

The MBTA is prioritizing safe and reliable transportation by undertaking major fleet renewal efforts. Improvements include the replacement of the Orange and Red Line fleets to increase train capacity and enhance rider comfort, as well as plans to perform overhauls halfway through the projected useful life of Blue Line vehicles and buses to ensure continued reliability and safety.

Ultimately, transportation reliability is about getting people to their destinations in a predictable manner, as measured by travel time reliability. In FY25, MBTA service reliability increased for bus, The RIDE, and Heavy Rail (Blue Line, Orange Line, and Red Line) thanks to fewer cancelled trips, increased staffing levels, and the removal of speed restrictions.

Highway travel time reliability also improved slightly for non-interstates. However, travel time reliability declined slightly on interstate highways, and on-time performance for fixed-route buses decreased for seven out of the 15 RTAs. MassDOT and the MBTA are investing in additional transit priority projects across Eastern Massachusetts to improve bus service reliability and reduce congestion for all road users.

## Reliability

Division: Highway										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Count of bridges in poor condition	FY25	509	FY24	466	FY27	450	FY29	450	Long Term	400
Pavement Repair Backlog (Lane Miles)	FFY24	2,797	FFY22	2,283.51						
Percent of Deck Area in Good Condition (NHS only)	FY25	14.84%	FY23	16%	FY27	14%	FY29	15%	Long Term	18%
PSI - Interstate (Percent in Good and Excellent Condition)	FFY24	79.60%	FFY22	86.50%	FFY27	90%	FFY29	90%		
PSI - Non-Interstate (Percent in Good and Excellent Condition)	FFY24	66.50%	FFY22	71.10%	FFY27	70%	FFY29	70%		
Statewide Bridge Condition (Percent of Poor Bridges)	FY25	10%	FY24	9%	FY27	10%	FY29	10%		
Structurally Deficient Deck Area (NHS only)	FY25	12%	FY24	12%	FY27	13%	FY29	13%		

## Reliability

Division: Rail										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Bridge (Percent Good and Excellent Condition)	FY25	25%	FY23	21%	FY27	43%	FY29	50%	Long Term	88%
Culvert (Percent Good and Excellent Condition)	FY25	8%	FY23	13%	FY27	20%	FY29	30%		
Grade Crossing (Percent Good and Excellent Condition)	FY25	62%	FY23	59%	FY27	64%	FY29	66%		
Track Segment (Percent Good and Excellent Condition)	FY25	77%	FY23	74%	FY27	83%	FY29	84%	Long Term	88%

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
BAT: On-Time Performance (Fixed Route Bus)	FY25	99.40%	FY24	99.43%						

## Reliability

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
BAT: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	12.96%	FY24	14.29%						
BRTA: On-Time Performance (Fixed Route Bus)	FY25	82.60%	FY24	85.39%						
BRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	10%	FY24	9.09%						
CATA: On-Time Performance (Fixed Route Bus)	FY25	100%	FY24	100%						
CATA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	36%	FY24	18.75%						
CCRTA: On-Time Performance (Fixed Route Bus)	FY25	90.70%	FY24	89.18%						

## Reliability

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
CCRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	28.57%	FY24	19.05%						
FRTA: On-Time Performance (Fixed Route Bus)	FY25	96.80%	FY24	97.66%						
FRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	36.92%	FY24	0%						
GATRA: On-Time Performance (Fixed Route Bus)	FY25	81.70%	FY22	0%						
GATRA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	36.11%	FY24	15.62%						
LRTA: On-Time Performance (Fixed Route Bus)	FY25	95%	FY24	92.84%						

Reliability

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
LRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	13.64%	FY24	0%						
MART: On-Time Performance (Fixed Route Bus)	FY25	99.20%	FY24	96.95%						
MART: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	11.11%	FY24	10.53%						
MeVa: On-Time Performance (Fixed Route Bus)	FY25	72.30%	FY24	76.63%						
MeVa: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU – Bus)	FY25	0%	FY24	0%						
MWRTA: On-Time Performance (Fixed Route Bus)	FY25	98.30%	FY24	97.58%						

Reliability

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
NRTA: On-Time Performance (Fixed Route Bus)	FY25	93.80%	FY24	96%						
NRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	FY25	62.50%	FY24	45.83%						
PVTA: On-Time Performance (Fixed Route Bus)	FY25	63.70%	FY24	70.51%						
PVTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	FY25	28%	FY24	35.80%						
SRTA: On-Time Performance (Fixed Route Bus)	FY25	89.30%	FY24	88.51%						
SRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	FY25	14.49%	FY24	32.81%						

Reliability

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
VTA: On-Time Performance (Fixed Route Bus)	FY25	94.60%	FY24	92.33%						
VTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	FY25	6.52%	FY24	6.52%						
WRTA: On-Time Performance (Fixed Route Bus)	FY25	54.70%	FY24	62.96%						
WRTA: Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	FY25	39.62%	FY24	17.24%						

Division: Aeronautics										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Pavement Condition (PCI)	FY25	72	FY24	73.2	FY27	72	FY29	72		

## Reliability

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Bus Reliability (Frequent Bus & Silver Line)	FY25	74.89%			FY27	80%	FY29	80%	Long Term	80%
Bus Reliability (non-Frequent Bus)	FY25	64.26%			FY27	75%	FY29	75%	Long Term	75%
Commuter Rail Reliability	FY25	90.99%	FY24	92.43%	FY27	90%	FY29	90%	Long Term	90%
Ferry Reliability	FY25	98%	FY24	98.49%	FY27	97%	FY29	97%		
Rolling Stock - Beyond Useful Life (All Bus)	FY25	15.36%	FY24	16.90%	FY26	15%				
Rolling Stock - Beyond Useful Life (Commuter Rail)	FY25	8.80%	FY24	10.04%	FY26	18%				
Rolling Stock - Beyond Useful Life (Ferry)	FY25	0%	FY24	0%	FY26	0%				
Rolling Stock - Beyond Useful Life (Heavy Rail)	FY25	41.74%	FY24	28.71%	FY26	39%				
Rolling Stock - Beyond Useful Life (Light Rail)	FY25	38.17%	FY24	38.95%	FY26	38%				
Rolling Stock - Beyond Useful Life (Paratransit)	FY25	25.79%	FY24	14.31%	FY26	13%				

# Reliability

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Rolling Stock - Beyond Useful Life (Vintage Trolley)	FY25	100%	FY24	100%	FY26	100%				
Subway Reliability (Heavy Rail)	FY25	84.31%	FY24	42.93%	FY27	90%	FY29	90%	Long Term	90%
The RIDE Reliability	FY25	94.12%	FY24	89.20%	FY27	90%	FY29	90%		
Track Condition - Miles with Speed Restrictions (Commuter Rail)	FY25	1.68%	FY24	1.24%	FY26	4%				
Track Condition - Miles with Speed Restrictions (Heavy Rail)	FY25	2.18%	FY24	17.77%	FY26	5%				
Track Condition - Miles with Speed Restrictions (Light Rail)	FY25	0.30%	FY24	9.41%	FY26	5%				

# *Supporting Clean Transportation*



# Supporting Clean Transportation

MassDOT is committed to responding to the climate crisis by reducing the emissions and pollution that negatively impact our climate, health, and well-being. The transportation sector is the largest source of greenhouse gas emissions in Massachusetts; 38.1% in 2022. The most impactful strategy for reducing statewide transportation emissions is ensuring people have safe, reliable options for reaching their destinations by walking, biking, rolling, or public transportation.

As the number of trips taken continues to increase in the aftermath of pandemic, the vast majority of trips are taken by private vehicle (81%), while walking (15%) and public transportation (2%) represent smaller shares of travel. Incentivizing other ways of travel to shift mode share away from cars is necessary to meet the Commonwealth's sustainability goals.

Encouragingly, FY25 also saw a 12% increase in MBTA ridership and continued growth in Amtrak ridership, reflective of service and reliability improvements achieved during this period. Meanwhile, RTA ridership surpassed pre-pandemic levels, reaching 32.8 million rides.

Fair Share funding also enabled initiatives dedicated to improving equitable transit access via microtransit and last mile services through the Supplemental Education and Transportation Funds budget. In early 2025, MassDOT awarded \$10 million in Transit Connectivity Grants to nine RTAs to improve links between routes and strengthen service reliability.

MassDOT is actively investing in multimodal transportation infrastructure to help build a cleaner transportation network and increase the quality and variety of people's transportation options. In FY25, MassDOT successfully expanded the Commonwealth's priority trail network by 20 miles to improve bicycle connectivity, while also investing more than \$110 million since the Complete Streets Program was established, funding grants for municipalities to make travel safer and more comfortable for travelers of all modes and abilities.

Reducing vehicle emissions is another aspect of MassDOT's clean transportation strategy. The RMV's inspection program helps regulate these emissions, with only around 4% of vehicles failing the emissions portion of their inspections. Though fully electric and plug-in hybrid vehicles currently account for less than 3% of total vehicles, the Commonwealth is home to an increasing number of vehicles that generate zero tailpipe emissions and contribute to our clean transportation goals. To that end, MassDOT operates 99 electric vehicle charging ports (76 of which are publicly available), enabling nearly 58,000 charging sessions in FY25, saving nearly 636 metric tons of CO<sub>2</sub> equivalent.

Five of the Commonwealth's RTAs have begun adding electric vehicles to their fleets with support from regional transit grants, and a \$54 million agreement will electrify train service on the MBTA's Fairmount Line, reducing pollution along an environmental justice (EJ) corridor and boosting ridership through faster and more reliable service.

## Supporting Clean Transportation

Division: Highway										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
GHG avoided through state-run electric charging station sessions (metric tons)	FY25	636	FY24	380	FY27	230	FY29	260		
Number of Complete Streets Municipal Construction Awards	FY25	315	FY24	277	FY27	275	FY29	290		

Division: RMV										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Percent of Failed Vehicle Inspections Due to Emissions	FY25	4.24%	FY24	4.14%						
Percent of Vehicle Miles Traveled by Electric Vehicles	CY24	2.57%	CY23	1.81%						
Percent of Vehicles that are Electric	FY25	2.82%	FY24	2.26%						

# Supporting Clean Transportation

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
BAT: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	10%	FY24	0%						
BRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
CATA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
CCRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
FRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
GATRA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	28%	FY24	15%						
LRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						

# Supporting Clean Transportation

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
MART: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
MeVa: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
MWRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
NRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	22%	FY24	22%						
PVTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	12%	FY24	13%						
SRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						
VT A: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	76%	FY24	65%						

# Supporting Clean Transportation

Division: Transit										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
WRTA: Percent of Fleet that is Electric (Fixed Route Bus)	FY25	0%	FY24	0%						

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Bus Fleet Composition (Electric)	FY25	0.47%	FY24	0.47%	FY27	22%	FY29	36%		
Bus Fleet Composition (Hybrid)	FY25	68.87%	FY24	65.20%						
Percent Reduction in Greenhouse Gas Emissions from 2009 Baseline	FY25	42.47%	FY24	41.92%	FY27	46%	FY29	49%		
Ridership (UPT)	FY25	264,418,020	FY24	235,680,080						

# *Destination Connectivity*



# *Destination Connectivity*

Equitable access to a variety of essential destinations, like the grocery store, hospitals, schools, and businesses, is directly linked to the health of a community, the residents, and their economic vibrancy. Ensuring people of all ages and abilities can travel where they want to go is a core focus of the Commonwealth's long-range transportation goals.

A major step towards this goal is the implementation of the MBTA's Better Bus Project. The overall aim of the project is to better meet community needs with simplified timetables, modernized facilities, connections to new destinations, and transit priority infrastructure. In December 2024, the MBTA increased service to 15 minutes or better during service hours every day on routes 104, 109, 110, and 116, while also adding new connections to Logan Airport, affecting a total of six routes.

Ridership increased by 10% on these routes following these changes, a positive indicator for future phases to benefit the 40% of MBTA riders that use the Bus. More recently, the MBTA also extended late-night service, which will improve destination connectivity further in the coming year by running later service hours for popular bus and ferry routes.

One of the MBTA's strategies for improving destination connectivity is to reduce transit travel times, with a new excess trip time metric that shows extraneous transit travel time on the Blue, Orange, and Red Lines down by 64% from FY24 to FY25.

Beyond metro Boston, MassDOT is dedicated to ensuring transit access to underserved areas like Western Massachusetts, rural communities, and EJ neighborhoods. The Rail and Transit Division won federal grants to advance West-East Rail planning, while the MBTA launched South Coast Rail to bring passenger rail service to Fall River and New Bedford for the first time in over 65 years, with over 10,000 average weekday riders so far.

Additionally, over \$30 million of FY25 state grants were awarded to support fare-free regional transit service. The MBTA expanded its Income-Eligible Reduced Fare program, which makes transit more accessible for students, low-income riders, and other qualified users. Since program launch in September 2024, over 30,000 applications have been approved, exceeding the MBTA's initial projections.

Current land use practices ensure that commuting alone by car remains common – about 63% of workers. MassDOT is actively working with the Executive Office of Housing and Livable Communities and incorporating housing criteria in municipal grants. This will provide opportunities to reduce congestion and emissions and ensure residents have ample options to live near the places they work and play and the infrastructure to allow them to walk, roll, or ride there.

## Destination Connectivity

Cross-Cutting Goal										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Percent of residents who drive alone to work	CY23	62.70%	CY22	64.20%						

# *Travel Experience*



# *Travel Experience*

Another key goal of MassDOT's work is to improve the overall travel experience, whether through infrastructure upgrades to make our transportation system more accessible, or by streamlining the customer service and credentialing processes that help keep our transportation system running safely and smoothly.

MassDOT is committed to streamlining transportation credentialing processes and improving the experience of interacting with the RMV. In FY25, the RMV saw shorter average wait times for road tests and a higher percentage of Commercial Driver's License customers who passed the skills test on their first attempt compared to previous years, while the 60.5% adoption rate of REAL ID credentials exceeded the RMV's earlier targets.

In response to changes in appointment availability and higher demand, wait times for permit appointments and suspension hearings increased in FY25. The RMV is shifting resources and expanding options for customers to complete transactions online and outside of service centers. Digitization efforts at the RMV and across MassDOT, such as the Aeronautics Division achieving 100% electronic registration for aircraft, are optimizing processes and improving customer experience.

MassDOT and the MBTA continue to remove barriers to accessibility on the statewide transportation system, with the MBTA upgrading five Green Line stations and six Commuter Rail stations in FY25 alone to ensure that platforms and track crossings are accessible to all passengers. These initiatives pushed MBTA station accessibility up to 83% in FY25, with more accessibility upgrades slated for 2026 and beyond.

Meanwhile, the Highway Division is addressing deficient curb cuts and conducting a comprehensive inventory of sidewalk condition to help improve pedestrian accessibility on MassDOT-owned roadways. Data show more than 2,800 deficient curb ramps in EJ communities, around 500 more than non-EJ neighborhoods, highlighting the importance of prioritizing equitable investment in accessibility improvements. This effort supports MassDOT's commitment to advance safe, inclusive mobility for all residents.

## Travel Experience

Division: Highway										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Percent of State-wide Trips Made by Bicycle	FY25	1.44%	FY24	1.25%						
Percent of State-wide Trips Made by Pedestrians	FY25	15.03%	FY24	14.22%						
Percent of State-wide Trips Made by Private Vehicle	FY25	81.23%	FY24	82.20%						
Percent of State-wide Trips Made by Public Transportation	FY25	2.29%	FY24	2.33%						

# Travel Experience

Division: RMV										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Average Customer Journey Time for Adults from Class D Permit to License (Days)	FY25	294.33	FY24	222.83						
Average Number of Days to Wait for a Service Center Appointment	FY25	19	FY24	16	FY27	19	FY29	15	Long Term	14
Contact Center Percent of Calls Abandoned: General Queue	FY25	24.31%	FY24	20.34%	FY27	22%	FY29	18%	Long Term	10%
Contact Center Wait Time (Average Speed of Answer in Minutes): General Queue	FY25	9.77	FY24	7.25	FY27	8.5	FY29	7.5	Long Term	5.5
Percentage of Scheduled Appointments Called On Time (Within 30 Minutes)	FY25	72.99%	FY24	74.28%	FY27	80%	FY29	80%	Long Term	80%

## Travel Experience

Division: Aeronautics										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Number of Departments Utilizing Drones	FY25	16	FY24	14						

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Average Percent of Weekday Passenger Miles Benefitting from Bus Priority Corridors	FY25	52%	FY24	48%						
Elevator Uptime	FY25	99.34%	FY24	99.15%	FY27	99%	FY29	99%	Long Term	100%
Percent of Bus Stops that are Substantially Accessible	FY25	92.87%	FY24	92.78%	FY27	96%	Long Term	100%		
Station Accessibility - Commuter Rail	FY25	84.67%	FY24	80.29%						
Station Accessibility - Heavy Rail	FY25	98.08%	FY24	98.08%						

# Travel Experience

Division: MBTA										
Metric Name	Current Period	Current Value	Previous Period	Previous Value	First Target Period	First Target Value	Second Target Period	Second Target Value	Third Target Period	Third Target Value
Station Accessibility - Light Rail	FY25	66.67%	FY24	60.26%						
Station Accessibility - Silver Line	FY25	100%	FY24	100%						
Total Active Bus Priority Miles	FY25	48.06	FY24	44.61	FY27	52	FY29	56		



# ***Tracker 2025***

## **MassDOT's Annual Report**

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