



Annual Report on the Regional Transit Authority Performance Management Program

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Section 230

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MassDOT Rail & Transit Division
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Executive Summary

The Massachusetts Regional Transit Authorities (RTAs) achieved strong growth in FY25. These key performance takeaways demonstrate progress in ridership, financial health, asset management and safety.

Ridership Performance Takeaways

RTAs continue to build strong ridership, surpassing pre-pandemic unlinked passenger trips (28.9M in FY19) in FY25 with ridership of 32.7 million (Figure 1). RTAs worked hard to gain riders and improve rider experience, while expanding night and weekend service hours. Approximately half of the RTAs exceeded their pre-pandemic ridership, and several more RTAs came close to recovering to FY19 levels. Fourteen RTAs saw year over year ridership growth compared to FY24¹, and RTA ridership has now more than doubled since FY21.

RTAs exceeded pre-pandemic ridership for the first time in FY25: 28.9M UPT (FY19) vs. 32.7M UPT (FY25)

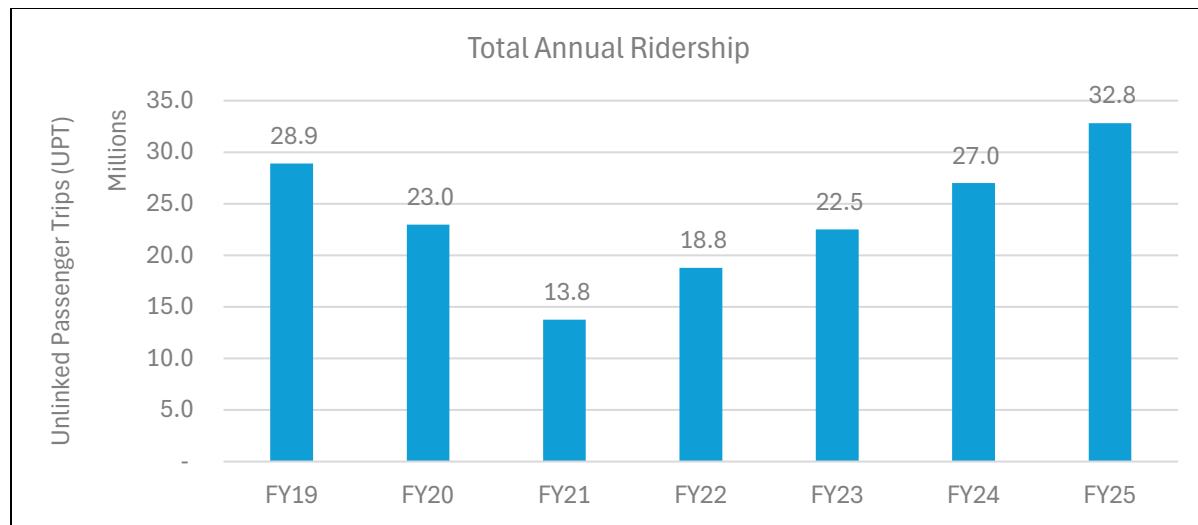


Figure 1. Systemwide, annual ridership totals from FY19 to FY25.

Ridership has grown more quickly for fixed route service (Figure 2). At its lowest point at the start of the pandemic, RTAs lost approximately 80% of their ridership across modes. By then end of FY25, RTAs had regained most of this ridership for demand response service (10% less than FY19) and exceeded FY19 ridership by nearly 30% for fixed route service.

Total RTA ridership across all modes has more than doubled since FY21.

¹ CATA did not experience overall ridership growth in FY25 because of unusually high ridership in FY24. The high ridership in FY24 was partially attributable to an added shuttle service CATA ran for MBTA in FY24.

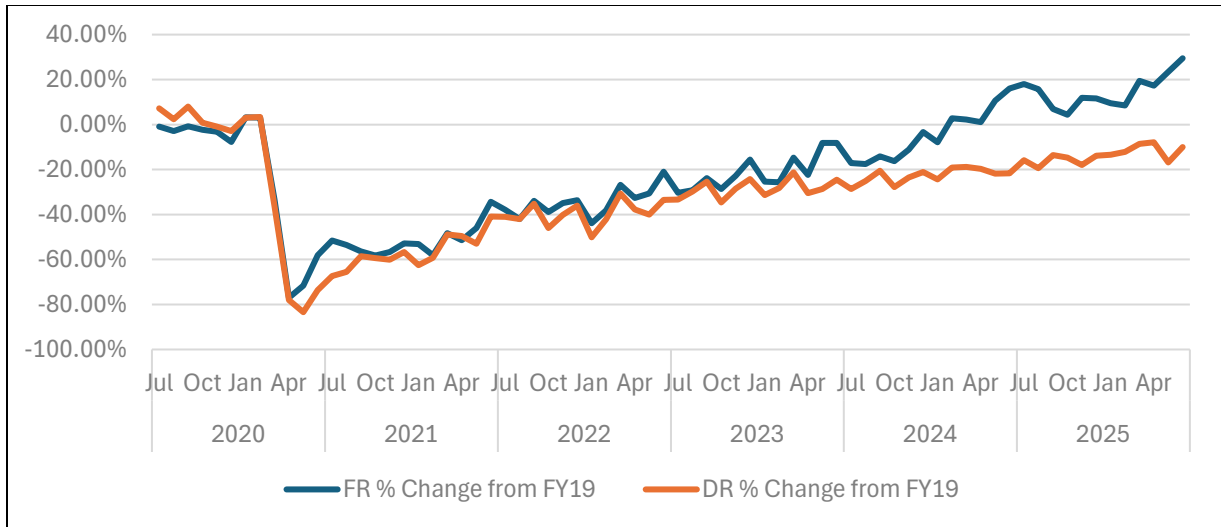


Figure 2. Percent change in FY20-FY25 annual modal RTA ridership.

Financial Performance Takeaways

RTAs received significant increases in state funding in the past few years, including significant expansions from the Fair Share Tax, including one-time grants for both capital and operational expenses as well as service pilots. Since 2020, total funding provided to all RTAs through State Contract Assistance has nearly doubled from \$87M to \$160M. Service expansion from this funding has focused on later hours in the evenings and on weekends, as well as new routes connecting RTA service areas. RTAs also won multiple Federal grants, enhancing their ability to modernize fleets and facilities. Expansion of fare free funding (\$15M in FY24 to \$30M in FY25) produced a direct and expected negative impact on farebox recovery ratios (FRR) while expanding access for low-income riders.

Since 2020, total funding provided to all RTAs through State Contract Assistance has nearly doubled from \$87M to \$160M

Operating expenses per vehicle revenue mile increased in FY25, in line with national trends. While some RTAs met their performance targets overall, the group did not meet financial efficiency targets set for the FY25 year, and operational costs increased. In some cases, cost efficiency has suffered as ridership and service offerings have grown, necessitating new capital expenditures.

Asset Management Performance Takeaways

RTAs have continued to invest in the assets they own, maintaining good transit asset management practices. RTA assets are generally in a state of good repair, with progress being made toward fleet replacement goals and asset maintenance. RTA buses are

generally in a better state of repair than cutaways and service vehicles, and facilities were generally in a state of good repair. As ridership increases, the demand to expand or replace fleet vehicles may increase capital costs.

Safety Key Takeaways

In calendar 2024, RTAs targeted and achieved zero fatalities on RTA systems across all modes. RTAs continue to apply principles from FTA's Public Transportation Agency Safety Plans (PTASP) to ensure risks mitigated to improve the safety of transit staff and riders.

RTAs set and achieved a target of zero fatalities on RTA systems in CY2024.

Conclusions

RTA performance continued to show strong ridership growth and overall progress toward performance metrics across categories.

- **FY25 ridership metrics show strong growth and surpassed pre-pandemic levels for the first time.** RTA ridership has more than doubled since FY21. This can be attributed to the RTAs' efforts to boost ridership by providing efficient service and exploring pilot programs to offer fare free service through increased state funding.
- **The Commonwealth's significant increase in funding enabled RTAs to expand service through new routes and more hours and increase financial accessibility of transit,** improving ridership metrics. RTAs maximized funding to expand and extend hours of service to better meet the needs of their customers and attract additional "choice" riders. The increase in frequency, new routes and added weekend service RTAs provided also contributed to ridership growth.
- **RTAs have continued projects to decarbonize their fleets by purchasing low emission vehicles and upgrading their maintenance facilities to reduce emissions.** MassDOT RTD has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study, which has assisted many RTAs in planning for and implementing electrification projects. RTAs proactively sought FTA's Low/No Emissions Grant and Bus and Bus Facilities Grants to modernize their fleets and reduce carbon emissions.

Over the last five years, the RTAs have continued to demonstrate steady, disciplined leadership and a willingness to maximize available resources and think creatively about how to provide the best possible services to their riders. The strong ridership growth in FY25 demonstrates the effectiveness of these efforts.

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 2025 Budget Chapter 140 of the Acts of 2024, Outside Section 230. 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 include any such collected data in a report on the performance of regional transit authorities, detailing each authority's progress towards meeting the performance metrics established in each memorandum of understanding.

Since 2020, MassDOT and each of the Regional Transit Authorities (RTAs) have negotiated and executed five two-year term bilateral Memoranda of Understanding (MOU) since FY20. This report presents performance results for FY25, under the FY24-FY25 MOU. RTAs submit data regularly to MassDOT RTD for performance analysis.

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.^{2 3} 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 provided, as well as graphical representations of average RTA performance in relation to the identified targets. Summary text is 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 6).

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 hour (OPEX / VRH)		
Operating Expense per Unlinked Passenger Trip (OPEX / UPT)		

Individually, 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 performance is directly tied to agency defined goals and to customer satisfaction.^{4 5} Each agency's annual reported metrics are included in *Appendix B – RTA*

² International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

³Jenks, 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.

⁴International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

⁵Jenks, 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.

Profiles. The additional performance metric data has been organized in a similar manner to the universal performance metrics.

Trends in RTA Ridership and Finances

Ridership Trends

RTAs continue to build strong ridership as they recover from pandemic impacts on ridership, surpassing pre-pandemic ridership for the first time in FY25 (Figure 7).

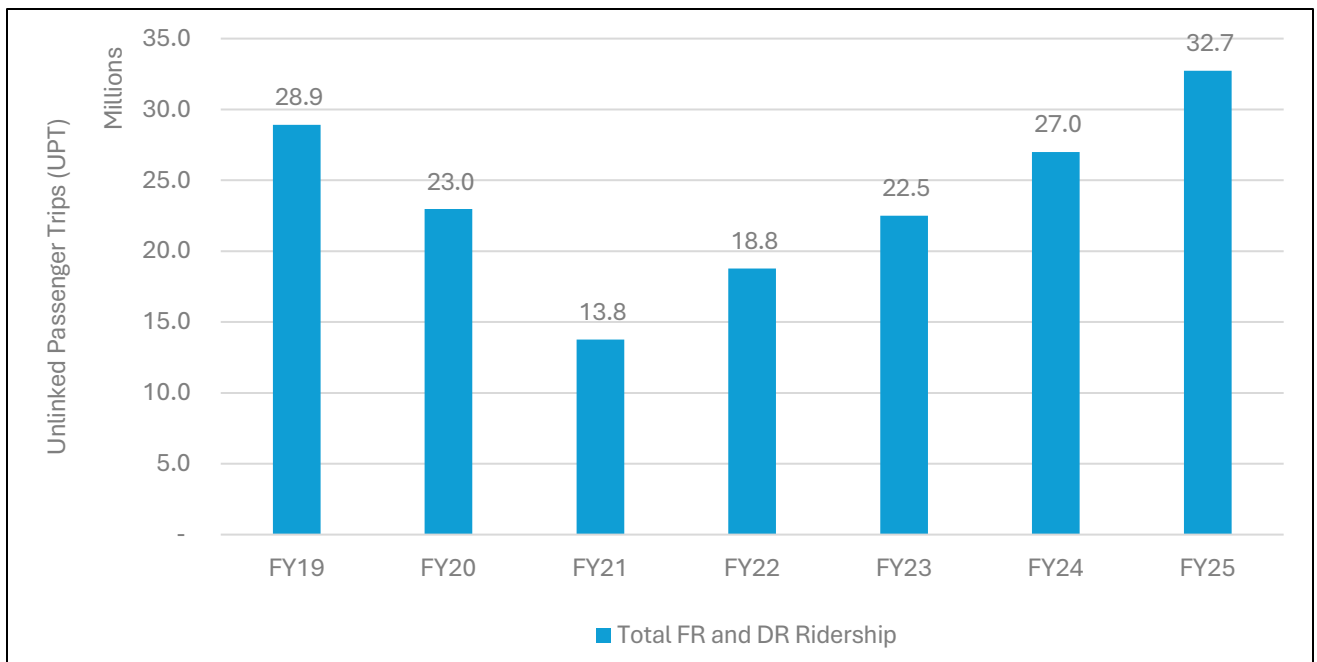


Figure 3. Systemwide annual ridership totals from FY19–FY25

In FY25, ridership growth was driven in part by a continued increase in state operating assistance and the new funding received due to the Fair Share Act for free service. These two initiatives resulted in RTAs across the Commonwealth continuing to add new services and expand existing services, especially with service hours later into the nights and on weekends.

Of note, in FY25, approximately half of the RTAs exceeded pre-pandemic (FY19) ridership levels (including BAT, BRA, FRTA, MeVa, NRTA, SRTA and WRTA). Several RTAs came close to recovering to FY19 levels, and fourteen RTAs saw year over year ridership growth compared to FY24. Figure 8 displays the percent change in annual modal RTA ridership relative to the pre-pandemic levels in FY19. At its lowest point at the start of the pandemic, RTA fixed route and demand response ridership dropped to approximately -77% and -78%

of FY19 ridership levels, respectively. At the close of FY25, demand response ridership rebounded to within approximately -10% of pre-pandemic numbers, and fixed route ridership exceeded pre-pandemic ridership by 29.5%.

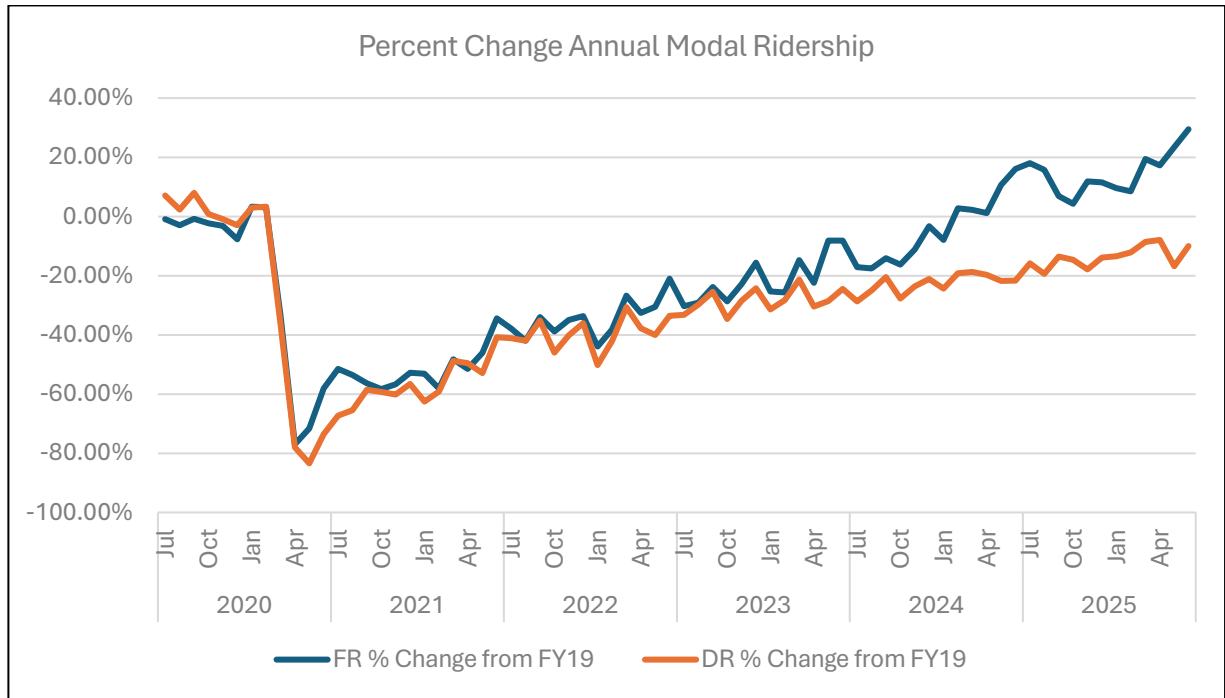


Figure 4. Percent change in FY20–FY25 annual modal RTA ridership relative to pre-pandemic levels.

Figure 9 and Figure 10 display the RTAs’ success in reaching their ridership targets in FY25. The RTAs continued a multi-year trend of success in reaching these targets, with thirteen out of fifteen RTAs exceeding their fixed route target, and thirteen out of fifteen exceeding their demand response target.

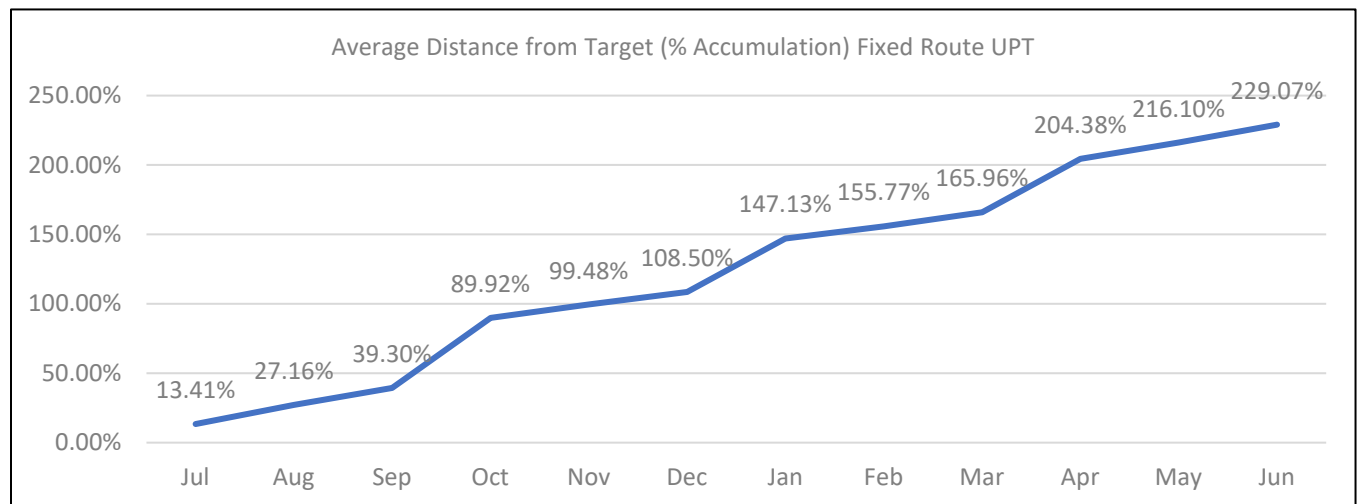


Figure 5. Average distance from target (percent accumulation) for fixed route ridership in FY25.

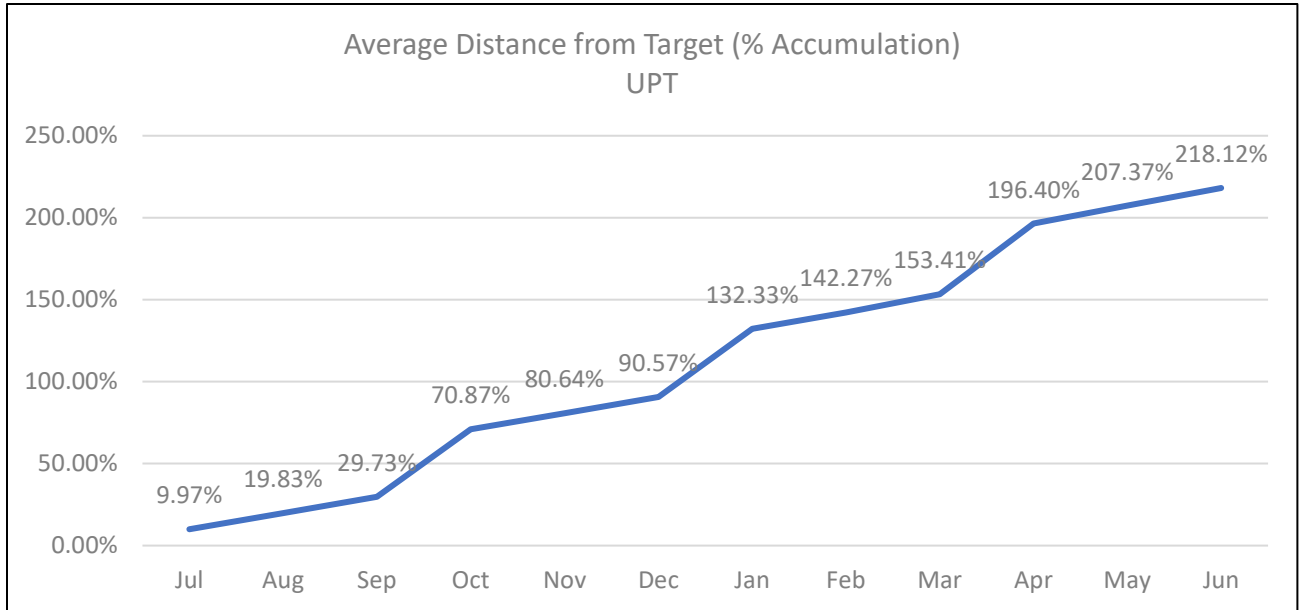


Figure 6. Average distance from target (percent accumulation) for demand response ridership in FY25.

Financial Trends

RTAs have seen a significant increase in funding from Commonwealth sources since 2020, including an expansion of fare free funding. In FY25, state appropriations included \$160M in funding for RTAs as state contract assistance, a significant increase from FY24 and continuation of an upward trend in RTA state funding.

Starting in FY20, RTA fare revenues were dramatically impacted by the COVID-19 pandemic, and policy decisions have been made by both RTAs and MassDOT to address those impacts. Part of this expansion was a doubling of the funding available for fare free programs passed through the legislature – this has had a direct and expected impact on farebox recovery ratios (FRR) (Figure 11).

RTAs have seen a significant increase in funding from Commonwealth sources in the past few years, including an expansion of fare free funding.

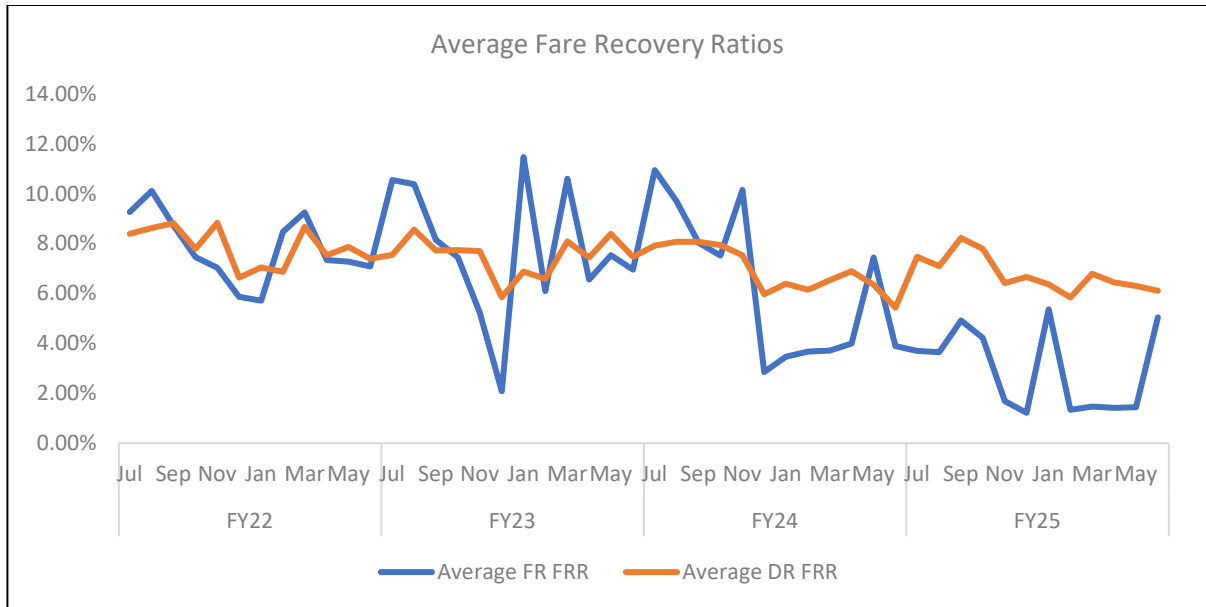


Figure 11. RTA Average Fixed Route & Demand Response FY23–FY25 FRR.

SCA has increased in recent years, helping the RTAs offset lower fare revenue. The FY25 state budget also included \$30 million for fare free pilot programs – double the amount appropriated in FY24. This increase will spur continued gains in ridership. RTAs continue to pursue federal grants as well, to complement state funding sources. Multiple RTAs were awarded FFY25 funds (announced during FFY26) toward replacement vehicles and facilities (Table 7).

Table 1: FTA Grants Received for Multiple Programs

Agency	Grant program	Description	Amount
<i>Berkshire Regional Transit Authority</i>	Low-No Emissions	The Berkshire Regional Transit Authority will receive funding to buy new hybrid buses to replace older buses that have reached their useful life.	\$5,381,341
<i>Berkshire Regional Transit Authority</i>	Bus and Bus Facilities	The Berkshire Regional Transit Authority (BRTA) will receive funding to rehabilitate its operations and maintenance facility.	\$3,000,000
<i>Lowell Regional Transit Authority</i>	Low-No Emissions	The Lowell Regional Transit Authority will receive funding to purchase new hybrid buses to replace older buses that have reached their useful life.	\$7,158,564
<i>Merrimack Valley Regional Transit Authority</i>	Low-No Emissions	The Merrimack Valley Regional Transit Authority will receive funding to purchase new buses that will augment its fleet and improve service.	\$7,194,360
<i>Pioneer Valley Transit Authority</i>	Bus and Bus Facilities	The Pioneer Valley Transit Authority, serving 24 communities in Hampden and Hampshire Counties in Western Massachusetts, will receive funding to rehabilitate its Northampton bus garage.	\$4,475,955

The RTAs also took advantage of multiple grant programs in the state budget to implement new, innovative services, and continued to pursue competitive federal grant dollars (Table 8). Since the Education and Transportation Fund (ETF) funding became available through the state budgeting process, legislators have created several new or expanded transit grant programs using these funds, including those listed in the table below.

Table 2 Massachusetts Grant Programs FY24-2025⁶.

Fiscal Year	ETF-Funded Grant Program	Total Amount	Eligible Applicants	Amount Granted to RTAs
FY24	Regional Transit Innovation Grant	\$15M	All transit providers	\$12,326,510
FY24	Community Transit Grant Program Expansion	\$4M	All transit providers	\$1,564,838
FY25	Transit Connectivity Grant	\$10M	RTAs only	\$10,000,000
FY25	Community Transit Grant Program Expansion	\$4M	All transit providers	\$1,690,686

While the grant dollars are small compared to the SCA dollars, they play an important role. Grants offer RTAs the opportunity to expand and experiment, allowing RTAs to pilot new services that address gaps identified through customer requests and needs assessments, and to test new operational techniques to see if they can provide better outcomes by doing things a different way. Since grants offer RTAs the opportunity to do something special – outside of their usual operation – they often require a planning period after the grant is announced, before the new service hits the street.

In FY25, multiple services funded and planned in FY24 were deployed, including the following:

Table 9 RTA Pilot and Expansion Programs

Fiscal Year	Project	Summary	Amount Granted
FY24	SRTA 9x Express	A new express service between New Bedford and Fall River, connecting 2 cities within SRTA's service area for a faster ride than the regular route	\$1,112,800

⁶ For more information on grant programs, please see <https://www.mass.gov/info-details/funding-for-community-transportation>

FY24	SRTA Microtransit	A new microtransit pilot for local connections to South Coast Rail	\$694,944
FY24	LRTA immigrant/refugee ridership videos	A new assistance program to enhance outreach to new non-English speaking and underserved populations in the greater Lowell region – especially newly arrived immigrants – and aid their integration into the community. And the creation of accessible information through educational videos on existing transit services.	\$222,000
FY24	FRTA Shutesbury & Sunderland	An expansion of FRTA Access areas and a new transportation connection to Shutesbury that provides connections for the South County Senior Center to both the FRTA and PVRTA service areas.	\$404,112
FY24	MeVa Routes 11 & 14	An extension of the existing #14 fixed-route bus service connecting Lawrence with Haverhill via Route 125 in North Andover, and a new #11 fixed-route bus service to connect the cities of Lawrence, Methuen, and Haverhill with the City of Newburyport.	\$1,900,000
FY24	PVRTA Amherst Greenfield Route	Regional Transit Innovation Grant route that provides direct connections from Amherst to Greenfield and adds fixed route service to Leverett. The route operates on weekdays with three round trips daily. Also includes a micro-transit service, connecting Individuals to Employment that provides trips outside the service area and connects individuals experiencing homelessness to employment with dedicated demand response trips.	\$188,008

Conclusions

The demographics of the RTAs’ customer base generally consists of durable riders who rely on mass transit daily for essential trips to work, the grocery store, medical and educational institutions. Coupled with a continued historic increase in the Commonwealth’s investment in RTAs, FY25 ridership metrics have surpassed pre-pandemic figures, showing robust growth. The Commonwealth’s sizeable increase in fare free funding also enabled the RTAs to expand the financial accessibility of transit services for all, supporting improved ridership metrics.

Although RTAs face challenges due to rising costs of operations, they have continued to make progress toward their targets for efficiency and provide quality service to riders, with most meeting their scheduled trips operated goals. RTAs met their goal of zero deaths across all systems in the Commonwealth, a significant step toward reducing safety risks and enhancing risk mitigation using tools like the PTASP program. RTA assets are generally in a state of good repair, with progress being made toward fleet replacement goals and asset maintenance. RTA buses are generally in a better state of repair than cutaways and

service vehicles, and facilities were generally in a state of good repair. As ridership increases, the demand to expand or replace fleet vehicles may increase capital costs.

In FY25, RTAs once again proved themselves to be adaptable and reliable in the face of changing norms and expectations around transit service. With the rising and uncertain nature of tariff impacts on vehicle procurements, RTAs worked together to mitigate the impacts of additional costs through including contingency funds in joint grant applications. RTAs have also continued to deploy more flexible transit services, such as varied vehicle sizes and microtransit services to complement traditional services. The RTA Transit Connectivity grant program provided in FY25 supported these efforts to expand service and provide more connectivity across systems.

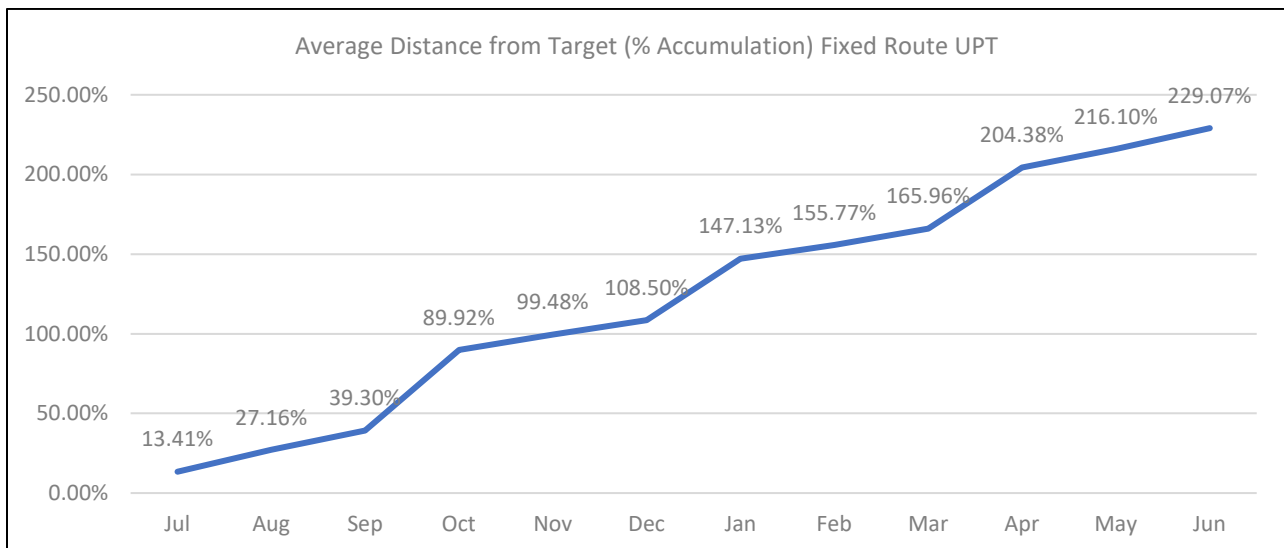
In addition, the RTAs have continued projects to decarbonize their fleets, purchasing low emission vehicles and upgrading their maintenance facilities to reduce emissions. MassDOT RTD has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study, which has assisted many RTAs in planning for and implementing electrification projects. The BEB Phase II Study will help each RTA execute strategies that best meet their unique needs, while supporting the Commonwealth's climate change goals. RTAs proactively sought additional funding sources to modernize their fleets, continuing to prepare for future moves toward reducing carbon emissions through FTA's Low/No Emissions Grant and Bus and Bus Facilities Grant programs.

Detailed Performance Metric Analysis

Unlinked Passenger Trips (UPT)

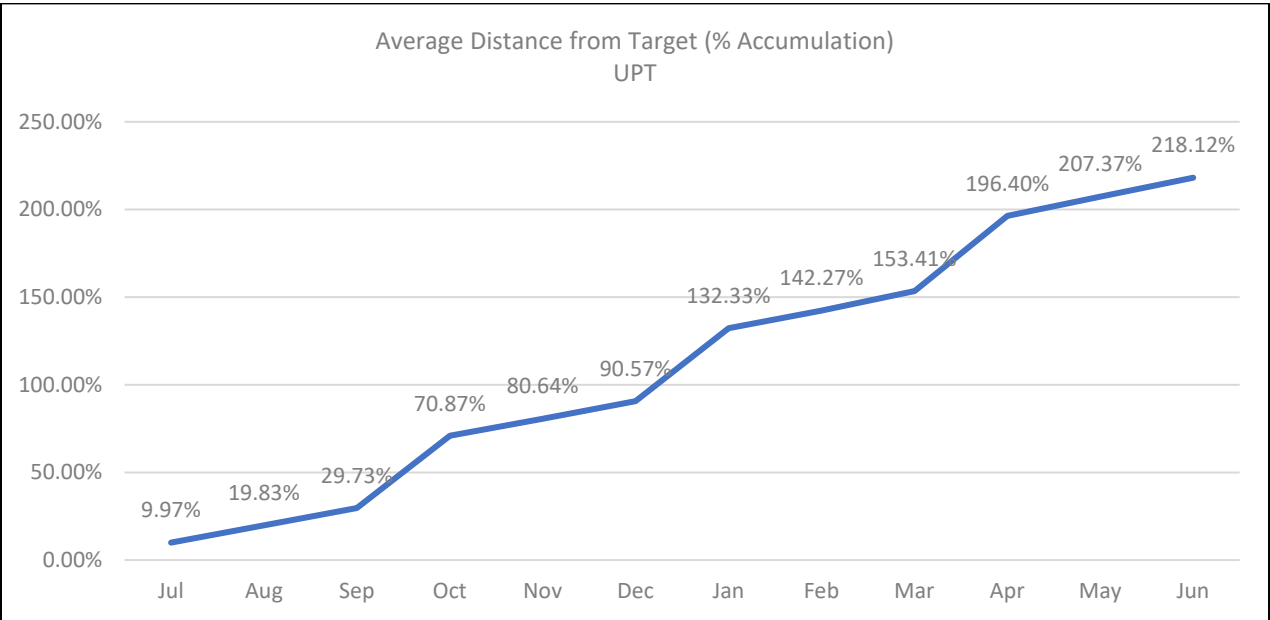
Unlinked Passenger Trips (UPT): this metric represents the total passenger boardings across an agency’s operations, no matter how many vehicles the person may have used to travel from origin to destination. UPT is critical to understanding ridership trends and travel demand. Because the target value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

FY25 Fixed Route Unlinked Passenger Trips (UPT) 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Accum.
BAT	1,372,594	974,685	890,539	854,662	922,210	3,642,096	2,089,450	174.31%
BRTA	419,635	154,908	139,338	137,574	181,588	613,408	509,232	120.46%
CATA	181,151	34,114	31,940	40,733	46,923	153,710	190,320	80.76%
CCRTA	449,598	231,323	129,757	97,362	135,526	593,968	488,403	121.61%
FRTA	56,774	44,277	38,356	36,332	39,159	158,124	108,150	146.21%
GATRA	383,375	124,194	138,471	130,725	134,666	528,056	644,619	81.92%
LRTA	703,350	209,206	261,599	281,185	300,944	1,052,934	724,610	145.31%
MART	297,794	107,940	134,114	130,199	131,151	503,404	429,908	117.10%
MeVa	1,198,037	819,899	699,875	612,357	733,923	2,866,054	2,154,138	133.05%
MWRTA	209,304	117,226	134,958	122,060	148,035	522,279	382,103	136.69%
NRTA	226,951	244,247	44,790	21,431	123,938	434,406	262,097	165.74%
PVTA	6,079,372	2,195,554	2,521,108	2,365,546	2,389,925	9,472,133	7,500,000	126.30%
SRTA	2,016,128	949,963	983,902	924,398	993,592	3,851,855	2,305,452	167.08%
VTA	772,214	523,308	144,721	106,244	353,435	1,127,708	815,000	138.37%
WRTA	3,064,750	1,319,069	1,204,997	1,060,768	1,258,688	4,843,522	3,775,000	128.31%



FY25 Demand Response Unlinked Passenger Trips (UPT) | 15 RTAs Reporting

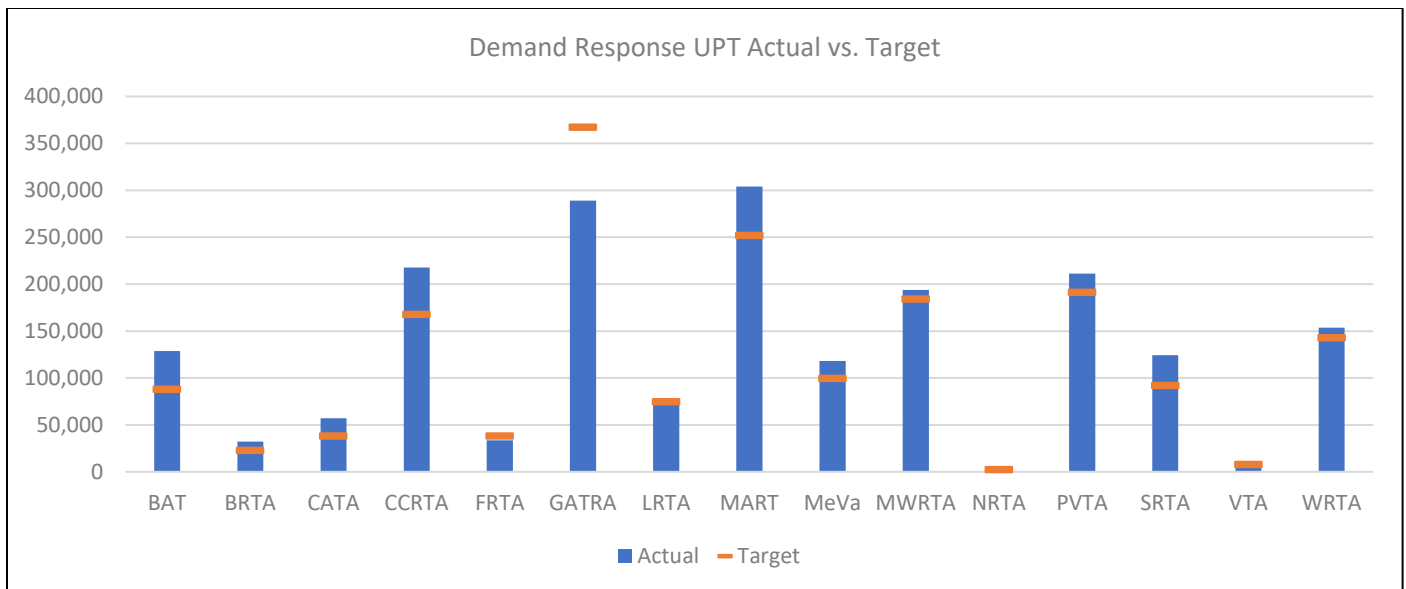
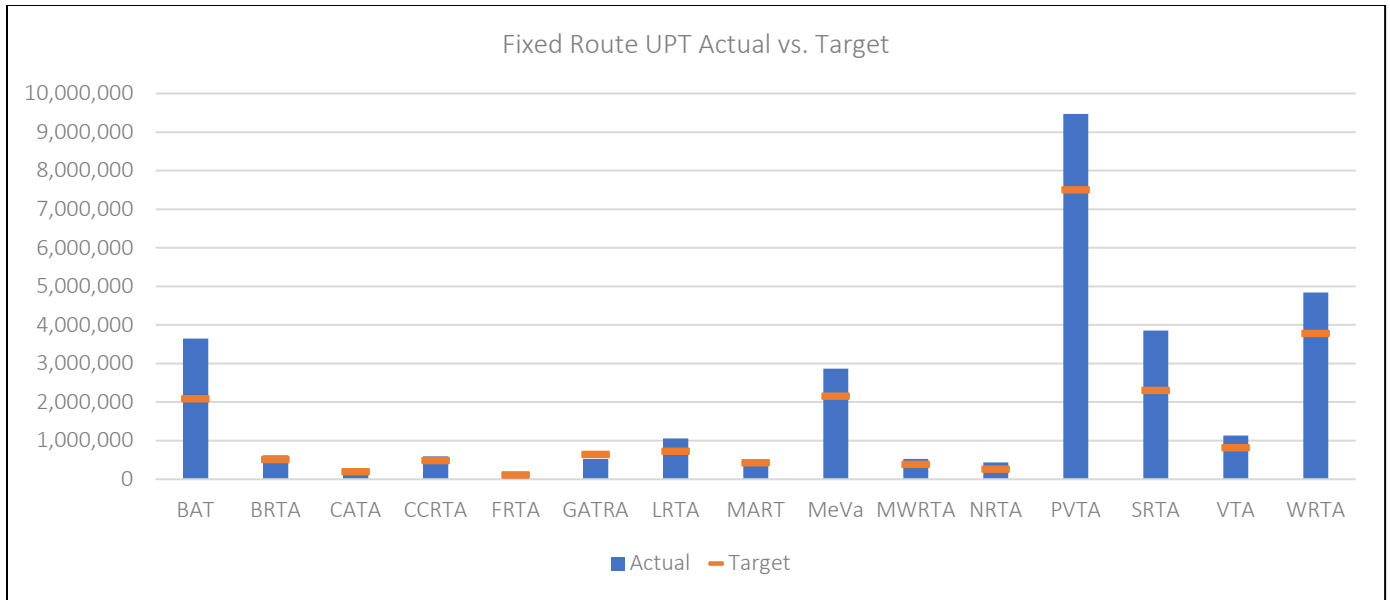
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Accum.
BAT	101,025	29,971	31,191	31,514	36,187	128,863	88,051	146.35%
BRTA	15,465	7,349	7,723	8,399	8,852	32,323	22,950	140.84%
CATA	36,402	15,217	13,674	13,669	14,393	56,953	38,245	148.92%
CCRTA	154,109	52,448	53,707	53,859	57,853	217,867	167,956	129.72%
FRTA	24,356	7,274	8,496	9,046	8,826	33,642	38,325	87.78%
GATRA	214,179	70,682	71,659	72,110	74,544	288,995	367,312	78.68%
LRTA	72,507	18,244	18,969	19,934	20,472	77,619	74,700	103.91%
MART	227,029	72,150	77,223	77,256	77,398	304,027	252,074	120.61%
MeVa	62,767	27,064	30,024	29,855	31,344	118,287	99,795	118.53%
MWRTA	116,387	40,317	50,417	50,241	52,800	193,775	184,377	105.10%
NRTA	1,254	1,332	1,353	1,450	1,459	5,594	2,503	223.49%
PVTA	150,074	50,759	52,769	53,195	54,520	211,243	191,500	110.31%
SRTA	83,014	29,766	30,686	30,458	33,424	124,334	92,325	134.67%
VTA	7,976	2,469	2,675	2,645	2,490	10,279	8,100	126.90%
WRTA	97,779	37,532	38,173	38,435	39,295	153,435	143,000	107.30%



FY25 Demand Taxi Unlinked Passenger Trips (UPT) | 2 RTAs Reporting

RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Accum.
MART	233,948	78,694	80,289	80,234	88,341	327,558	317,490	103.17%
WRTA	43,494	17,901	18,995	17,755	19,885	74,536	53,000	141.63%

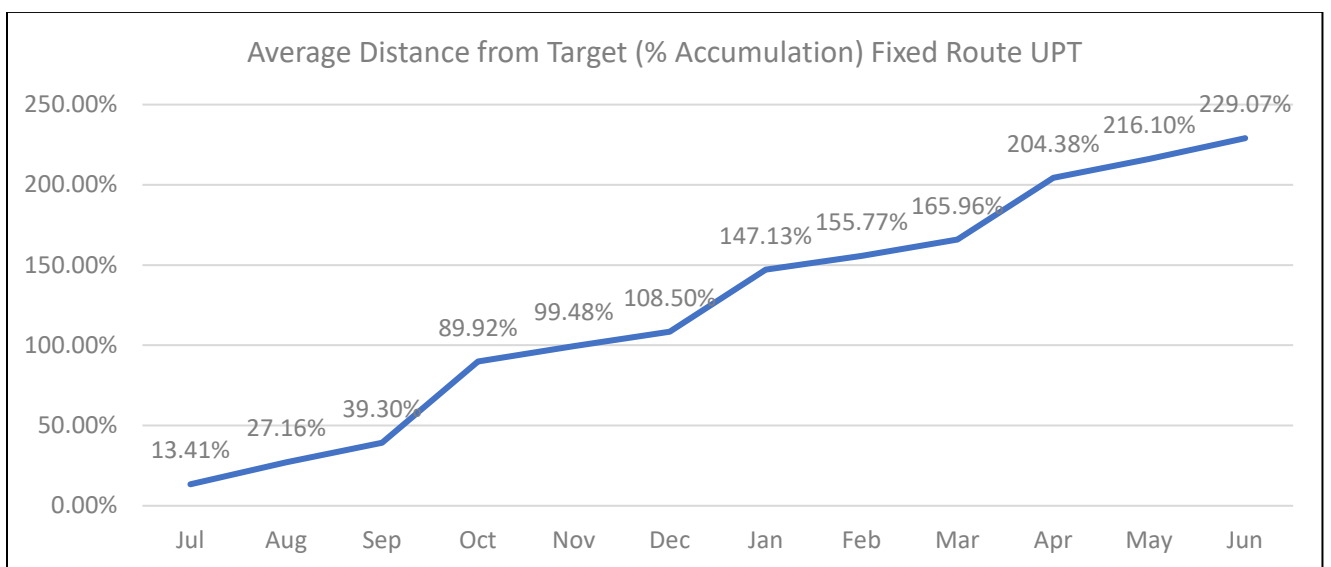
RTAs were very successful in reaching their ridership targets by the close of the fiscal year, continuing positive trends from the last three years. **Thirteen out of 15 systems exceeded their fixed route target for UPT**, and thirteen out of 15 exceeded their demand response target. Ridership has now surpassed pre-pandemic baselines across most RTAs.



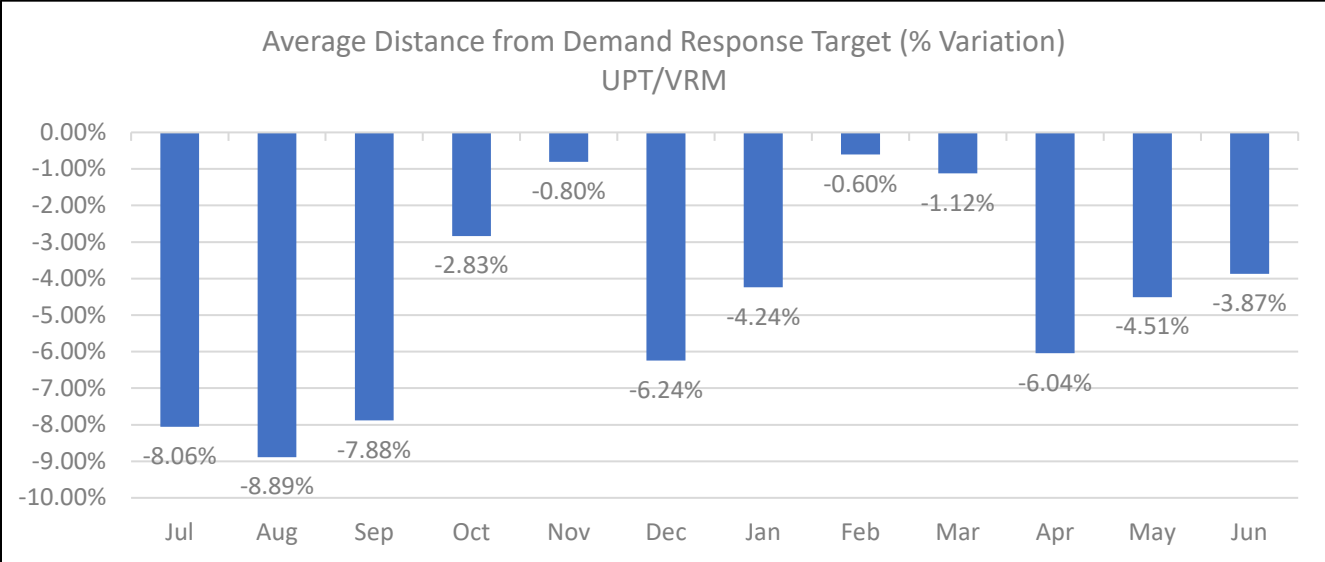
UPT / Vehicle Revenue Mile (VRM)

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 **black for negative variance** and **green for positive variance**.

FY25 Fixed Route UPT/VRM 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	1.22	2.60	2.32	2.30	2.52	2.43	1.51	61.07%
BRTA	0.47	0.67	0.64	0.63	0.79	0.68	0.55	24.38%
CATA	0.46	0.51	0.47	0.56	0.61	0.54	0.51	6.12%
CCRTA	0.27	0.39	0.30	0.23	0.29	0.31	0.28	11.16%
FRTA	0.18	0.38	0.32	0.29	0.31	0.32	0.26	23.45%
GATRA	0.34	0.37	0.48	0.41	0.39	0.41	0.58	-29.42%
LRTA	0.64	0.71	0.89	0.94	0.99	0.89	0.69	28.27%
MART	0.36	0.32	0.49	0.46	0.44	0.42	0.47	-10.29%
MeVa	0.84	1.85	1.57	1.40	1.65	1.62	1.52	6.19%
MWRTA	0.21	0.35	0.39	0.35	0.41	0.38	0.38	-1.88%
NRTA	0.72	1.57	0.65	0.32	0.94	1.03	0.85	20.89%
PVTA	1.29	1.92	1.88	1.78	1.78	1.84	1.45	26.75%
SRTA	1.21	2.27	2.33	2.03	2.19	2.20	1.53	44.43%
VTA	0.79	1.29	0.68	0.53	0.98	0.96	0.85	12.47%
WRTA	1.52	2.54	2.35	2.04	2.40	2.33	1.75	33.25%

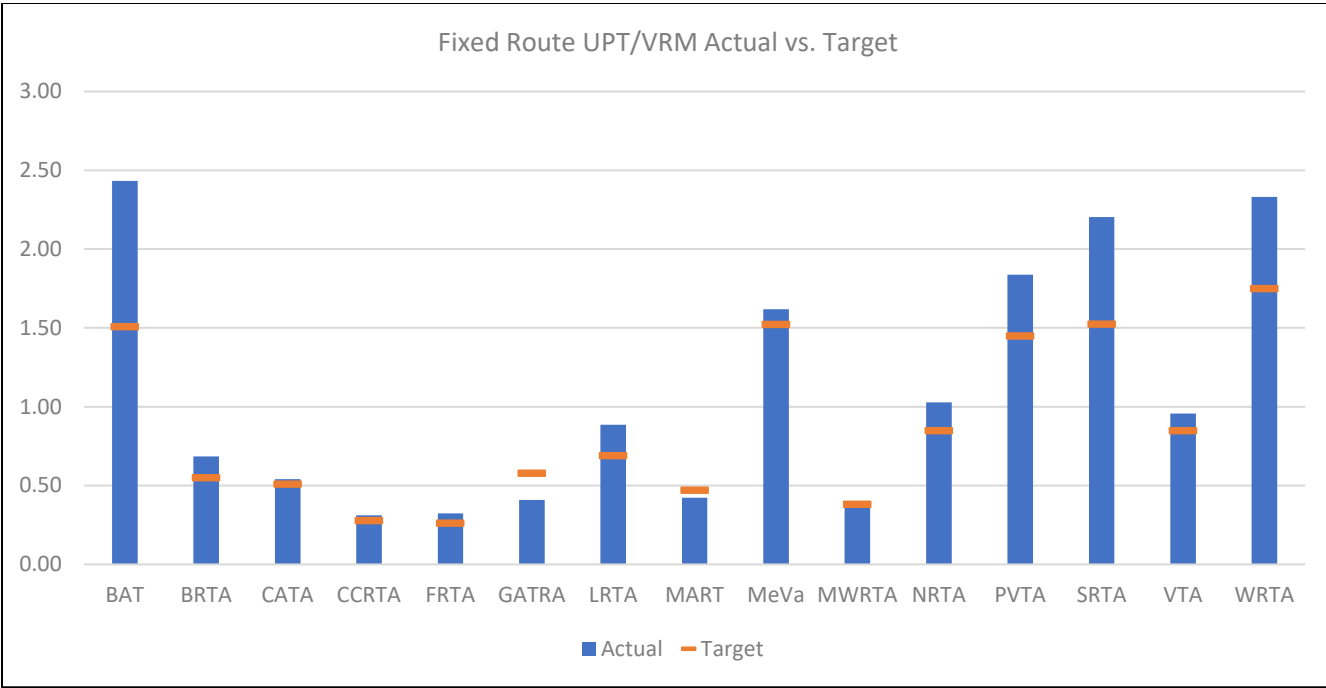
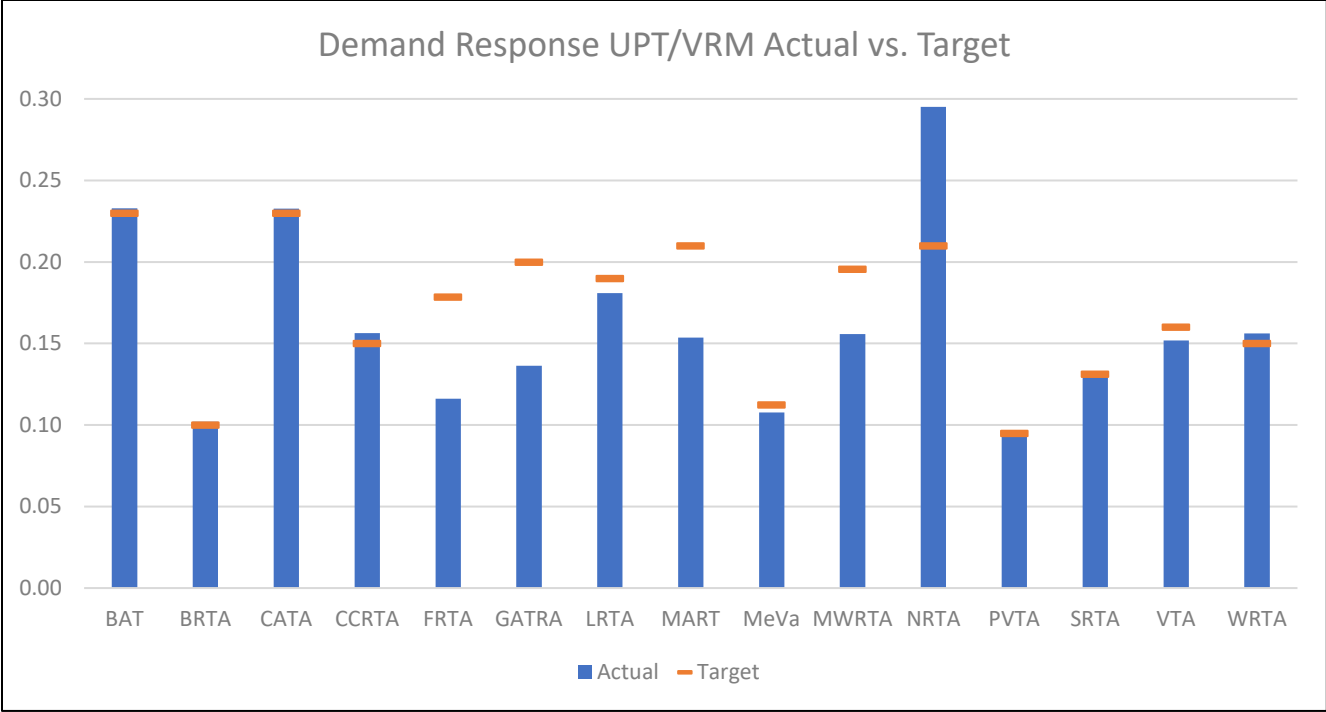


FY25 Demand Response UPT/VRM 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	0.22	0.23	0.23	0.23	0.24	0.23	0.23	1.26%
BRTA	0.11	0.10	0.10	0.10	0.10	0.10	0.10	2.04%
CATA	0.19	0.24	0.23	0.24	0.23	0.23	0.23	1.14%
CCRTA	0.14	0.14	0.16	0.16	0.16	0.16	0.15	4.24%
FRTA	0.12	0.10	0.11	0.13	0.12	0.12	0.18	-34.92%
GATRA	0.14	0.14	0.14	0.13	0.13	0.14	0.20	-31.86%
LRTA	0.17	0.19	0.18	0.18	0.18	0.18	0.19	-4.84%
MART	0.14	0.15	0.16	0.16	0.15	0.15	0.21	-26.83%
MeVa	0.10	0.10	0.11	0.11	0.11	0.11	0.11	-4.24%
MWRTA	0.15	0.14	0.16	0.16	0.16	0.16	0.20	-20.39%
NRTA	0.16	0.25	0.31	0.33	0.30	0.30	0.21	40.49%
PVTA	0.09	0.10	0.10	0.10	0.09	0.10	0.10	0.98%
SRTA	0.13	0.13	0.13	0.14	0.13	0.13	0.13	0.10%
VTA	0.12	0.14	0.16	0.17	0.14	0.15	0.16	-5.12%
WRTA	0.14	0.15	0.16	0.16	0.16	0.16	0.15	4.05%



FY25 Demand Taxi UPT/VRM 2 RTAs Reporting								
MART	0.08	0.07	0.07	0.07	0.07	0.07	0.11	-39.02%
WRTA	0.00	0.16	0.16	0.16	0.17	0.16	0.15	7.82%

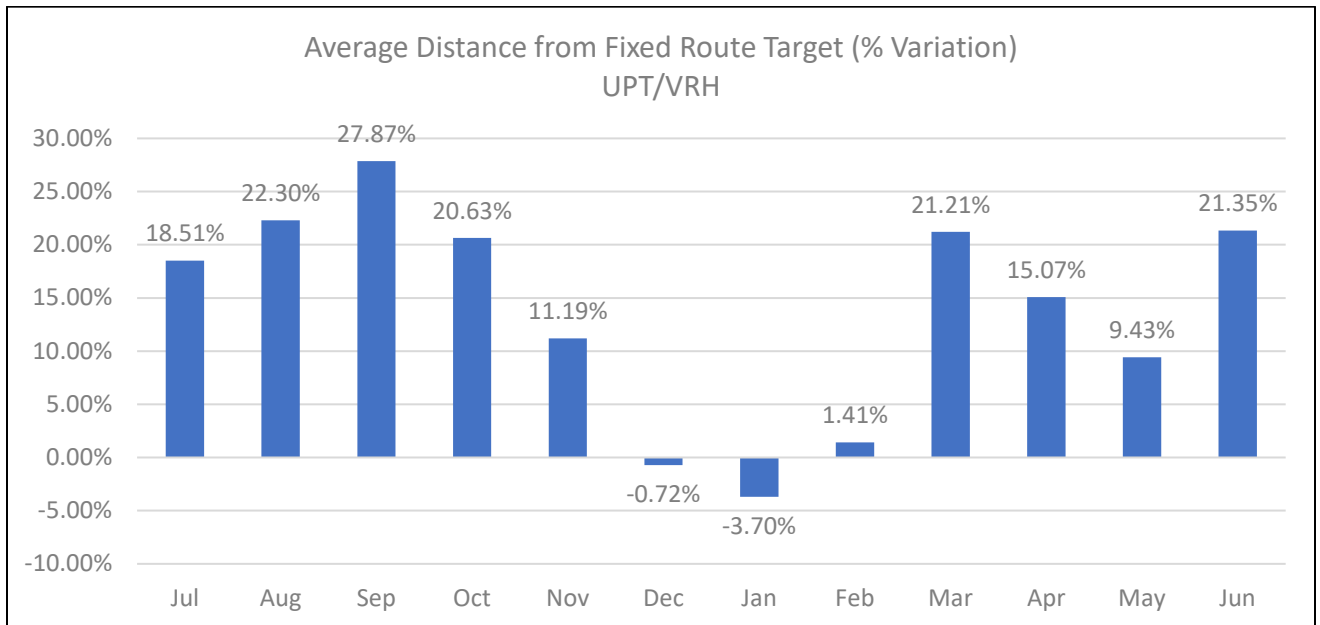
Fixed route productivity in relation to vehicle revenue miles operated displays typical seasonal trends in ridership behavior. Average productivity increased at the beginning of Q2, with the arrival of college students on campus, but then decreased in the later part of Q2 and Q3, attributed to seasonal decreases in ridership due to colder months and inclement weather. Despite these trends, **twelve of the fifteen RTAs exceeded their fixed route targets for UPT/VRM**. Demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length.



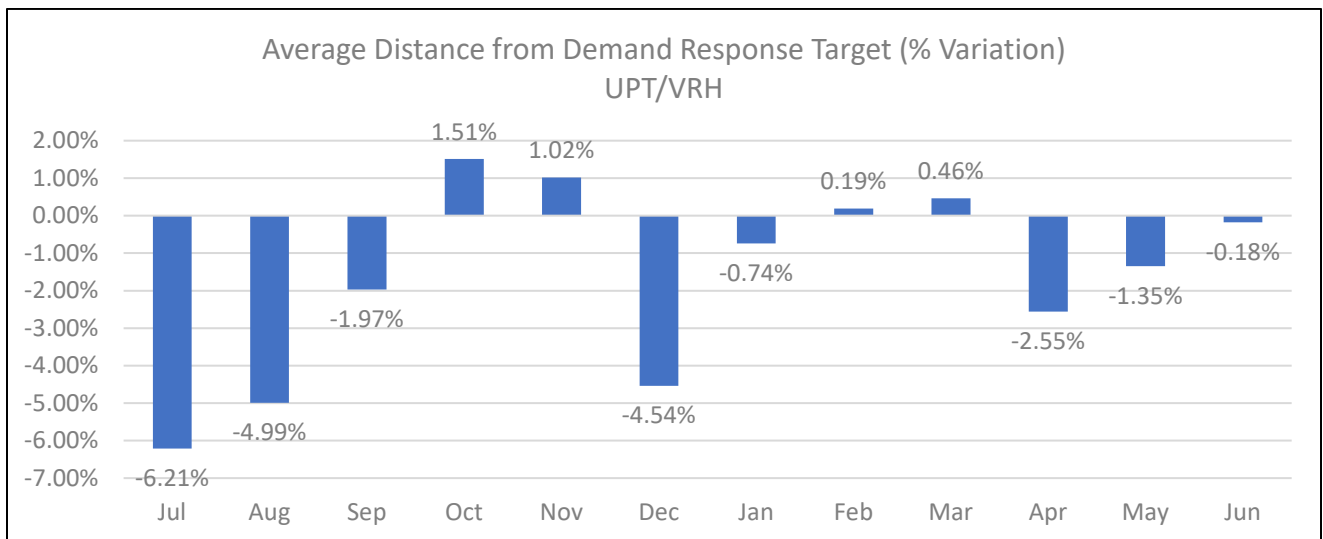
UPT / Vehicle Revenue Hour (VRH)

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 **black for negative variance** and **green for positive variance**.

FY25 Fixed Route UPT/VRH 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	15.79	26.41	23.19	23.06	25.25	24.46	17.53	39.54%
BRTA	8.22	12.30	11.76	11.48	14.40	12.51	10.41	20.18%
CATA	6.15	7.44	7.48	9.03	9.62	8.43	6.46	30.42%
CCRTA	5.09	6.97	5.48	4.13	4.68	5.43	5.32	1.97%
FRTA	4.06	10.12	8.65	8.09	8.54	8.84	6.67	32.59%
GATRA	6.29	7.49	7.14	6.74	6.37	6.90	10.61	-34.97%
LRTA	9.31	10.62	13.43	14.11	3.50	7.26	10.10	-28.17%
MART	5.72	5.77	8.55	8.19	8.05	7.56	7.67	-1.49%
MeVa	9.28	21.08	18.96	16.81	19.91	19.22	16.95	13.37%
MWRTA	2.96	4.76	5.44	4.86	5.56	5.16	5.46	-5.42%
NRTA	7.92	15.44	6.15	4.34	9.33	10.51	9.16	14.76%
PVTA	17.65	28.54	29.15	28.27	28.51	28.62	22.00	30.10%
SRTA	15.99	27.33	27.99	25.33	27.43	27.01	25.98	3.96%
VTA	12.62	20.86	12.01	8.97	16.16	15.92	12.00	32.64%
WRTA	17.96	30.66	28.85	25.16	30.19	28.72	21.50	33.58%

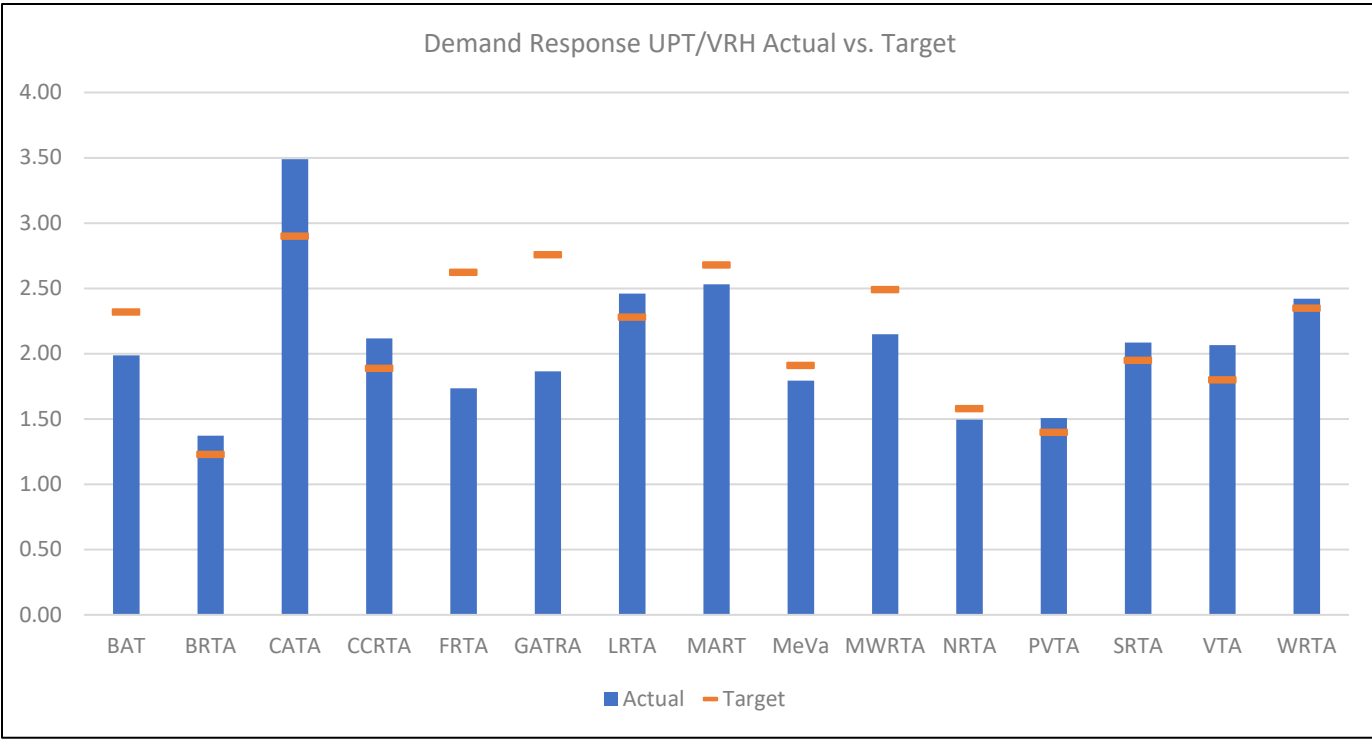
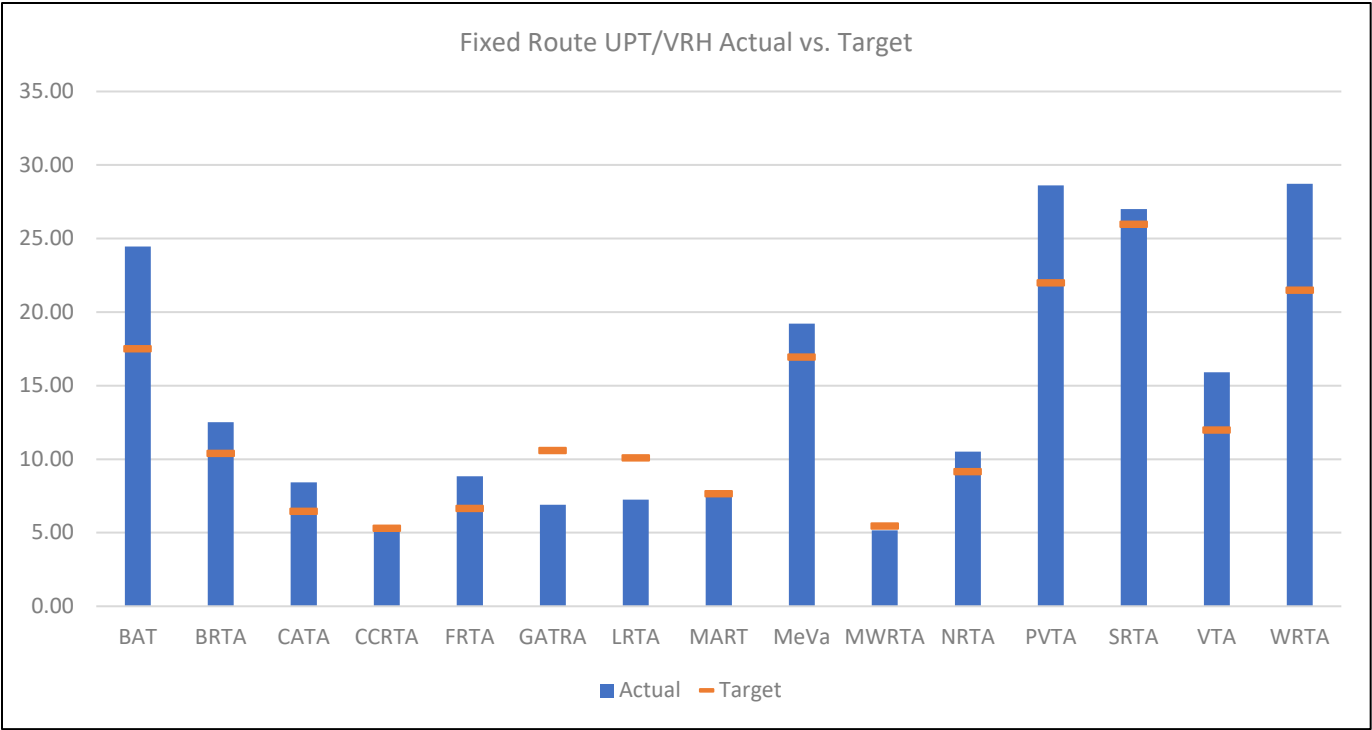


FY25 Demand Response UPT/VRH 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	1.98	2.14	2.05	1.84	1.96	1.99	2.32	-14.38%
BRTA	1.01	1.31	1.36	1.39	1.43	1.37	1.23	11.63%
CATA	2.66	3.49	3.59	3.59	3.30	3.49	2.90	20.29%
CCRTA	1.75	2.18	1.96	2.09	2.26	2.12	1.89	12.00%
FRTA	1.60	1.63	1.73	1.85	1.72	1.74	2.63	-33.91%
GATRA	1.78	1.70	1.73	2.02	2.05	1.87	2.76	-32.43%
LRTA	2.21	2.52	2.54	2.51	2.30	2.46	2.28	7.90%
MART	2.27	2.43	2.66	2.57	2.48	2.53	2.68	-5.54%
MeVa	1.65	1.72	1.85	1.79	1.81	1.79	1.91	-6.13%
MWRTA	1.91	1.87	2.25	2.21	2.25	2.15	2.49	-13.72%
NRTA	1.48	1.43	1.53	1.53	1.49	1.49	1.58	-5.44%
PVTA	1.36	1.53	1.51	1.48	1.52	1.51	1.40	7.64%
SRTA	2.04	2.08	2.11	2.06	2.09	2.08	1.95	6.93%
VTA	1.66	1.85	2.10	2.31	2.04	2.07	1.80	14.79%
WRTA	2.12	2.36	2.46	2.43	2.43	2.42	2.35	2.97%



FY25 Demand Taxi UPT/VRH 2 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
MART	3.34	1.52	1.72	1.65	1.57	1.61	3.55	-54.62%
WRTA	0.00	2.31	2.24	2.31	2.34	2.30	2.30	0.05%

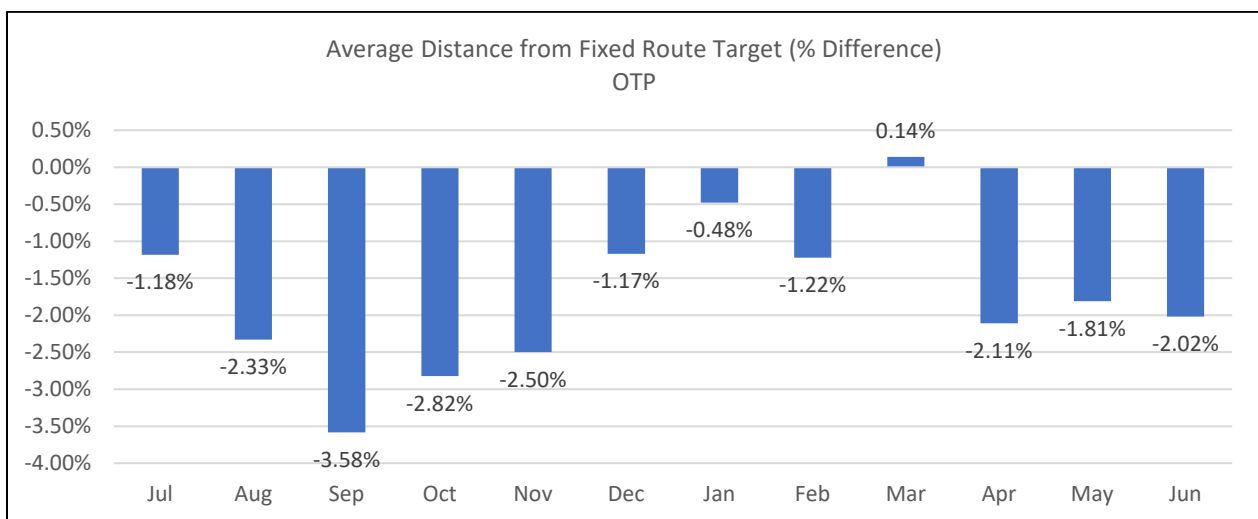
Fixed route productivity in relation to vehicle revenue hours closely mirrored expected trends in overall seasonal ridership. Demand response productivity was, as in recent years, more elastic in its variability than fixed route. The lack of predictable, consistent trip length in terms of both miles and hours is the main driving force behind this variability. Eleven of the fifteen RTAs met or exceeded their fixed route UPT/VRH targets.



On-Time Performance (OTP)

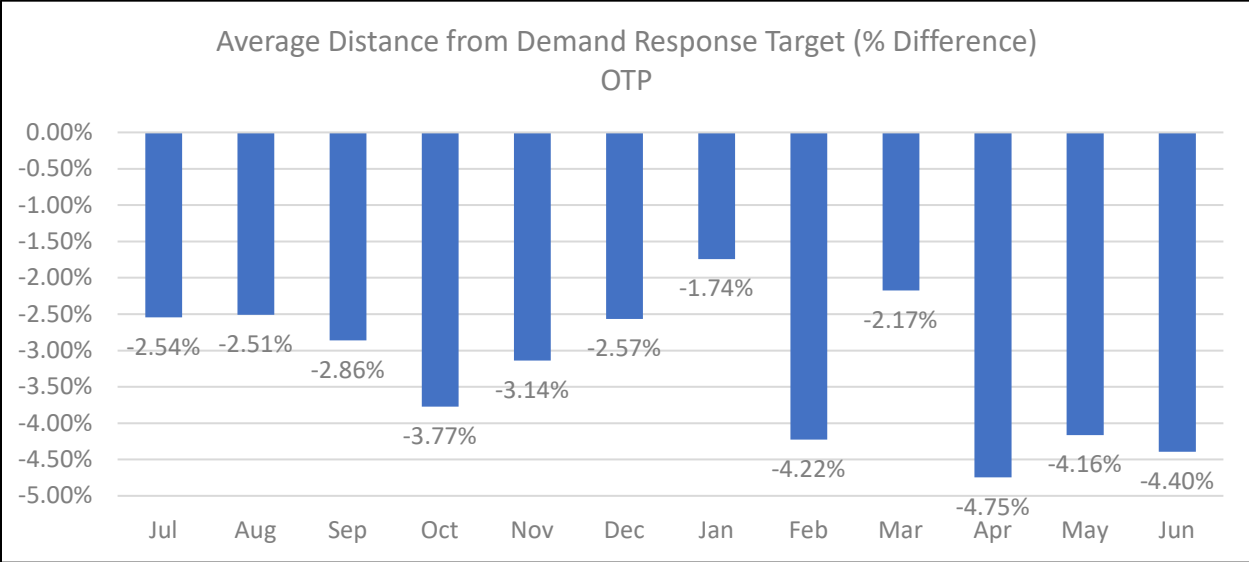
On-time Performance: This metric is defined as the percentage of time that a transit vehicle arrives at a stop or other location within a prescribed time range of its schedule and helps to convey how vehicles meet their scheduled time points on routes. OTP is a reliability and service quality measure 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. **Black values indicate on-time performance values that are lower than the target value** while **green values indicate on-time performance values that are higher than the target value.**

FY25 Fixed Route OTP 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	99.75%	99.36%	98.98%	99.73%	99.38%	99.36%	98.75%	0.61%
BRTA	80.84%	83.27%	80.90%	84.57%	81.53%	82.57%	83.00%	-0.43%
CATA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	89.69%	88.07%	90.97%	93.57%	90.23%	90.71%	90.20%	0.51%
FRTA	0.00%	97.35%	97.16%	96.94%	95.68%	96.79%	90.00%	6.79%
GATRA ⁷	0.00%	0.00%	0.00%	28.00%*	81.00%	27.25%*	90.00%	-62.75%*
LRTA	87.64%	96.20%	95.13%	95.10%	93.57%	95.00%	87.64%	7.36%
MART	0.00%	98.65%	98.67%	99.49%	99.97%	99.20%	98.00%	1.20%
MeVa	78.75%	72.57%	67.53%	75.50%	73.50%	72.28%	80.00%	-7.73%
MWRTA	0.00%	98.67%	99.00%	98.00%	97.67%	98.33%	97.00%	1.33%
NRTA	97.08%	93.33%	96.33%	93.33%	92.00%	93.75%	100.00%	-6.25%
PVTA	75.03%	67.67%	69.70%	71.00%	70.31%	69.67%	75.00%	-5.33%
SRTA	84.04%	89.67%	87.67%	91.00%	89.00%	89.33%	85.00%	4.33%
VTA	96.50%	93.33%	98.17%	98.33%	88.67%	94.63%	88.00%	6.63%
WRTA	79.83%	50.87%	51.23%	56.03%	60.83%	54.74%	79.80%	-25.06%



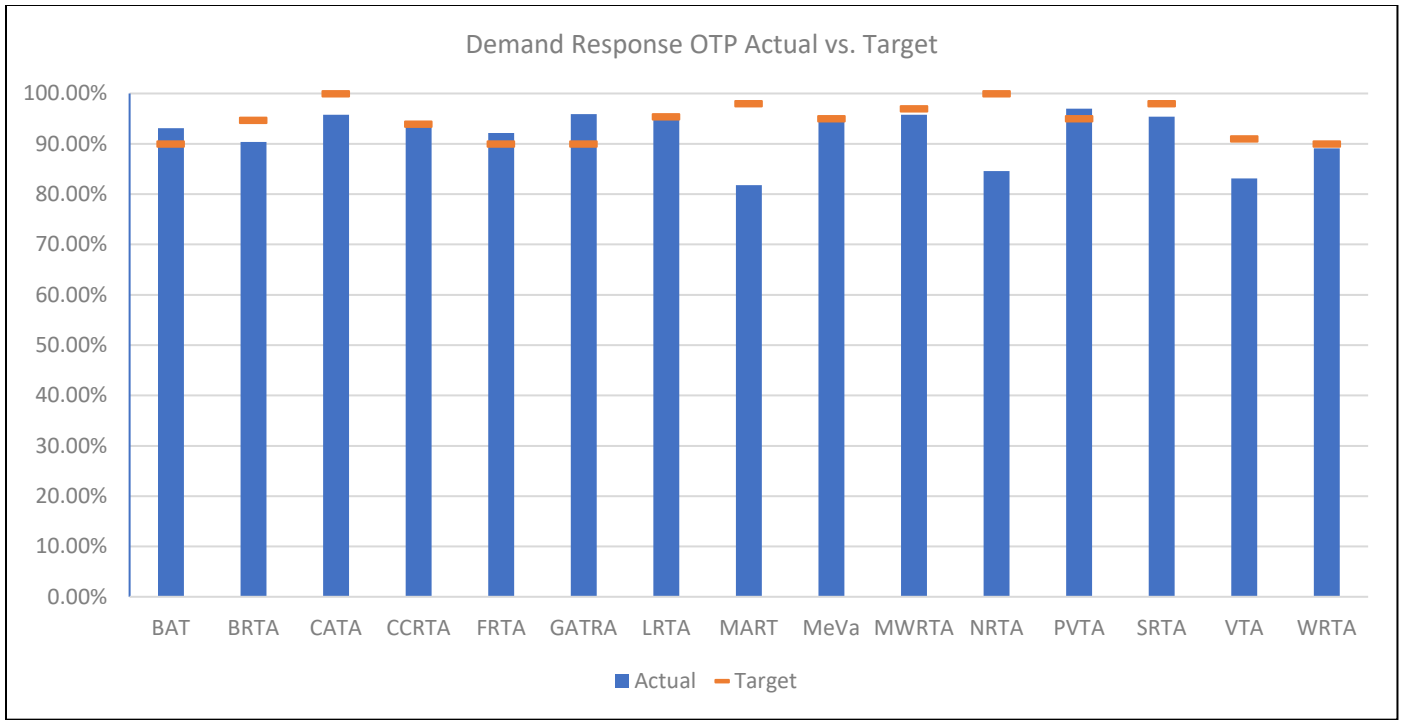
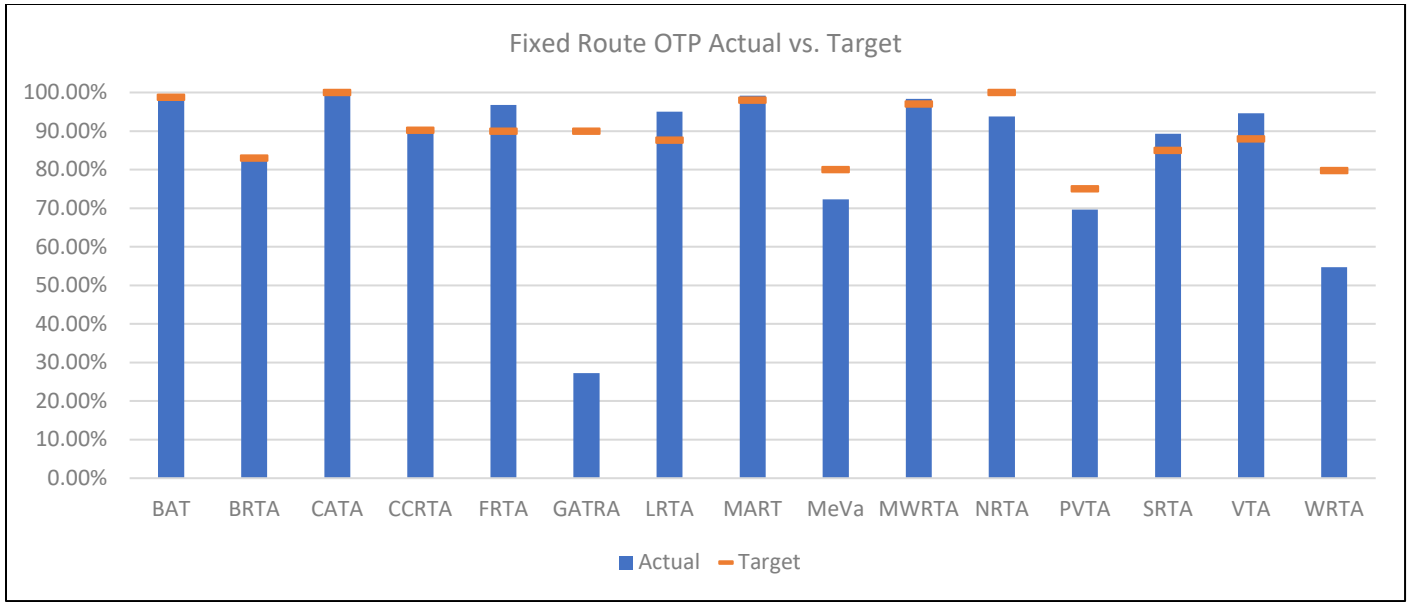
⁷ GATRA’s Fixed Route AVL system was out of commission for the entirety of FY24 and will resume in FY25. GATRA’s Demand Response AVL system was out of commission through Q1 and Q2 but resumed in Q3.

FY25 Demand Response OTP 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	90.09%	92.13%	92.40%	94.43%	93.39%	93.09%	90.00%	3.09%
BRTA	94.59%	90.17%	89.70%	90.23%	91.33%	90.36%	94.70%	-4.34%
CATA	100.00%	100.00%	93.67%	94.67%	94.67%	95.75%	100.00%	-4.25%
CCRTA	93.34%	91.68%	93.84%	97.07%	93.54%	94.03%	93.90%	0.13%
FRTA	88.67%	92.03%	91.88%	91.70%	92.94%	92.14%	90.00%	2.14%
GATRA	97.58%	94.67%	96.12%	97.32%	95.42%	95.88%	90.00%	5.88%
LRTA	95.39%	94.77%	95.13%	96.04%	96.63%	95.64%	95.39%	0.26%
MART	98.79%	82.35%	81.25%	80.65%	82.97%	81.80%	98.00%	-16.20%
MeVa	97.50%	95.67%	94.28%	95.17%	94.37%	94.87%	95.00%	-0.13%
MWRTA	97.10%	96.33%	94.33%	96.33%	96.17%	95.79%	97.00%	-1.21%
NRTA	99.67%	95.33%	92.67%	84.67%	65.67%	84.58%	100.00%	-15.42%
PVTA	95.25%	96.27%	97.03%	97.60%	97.15%	97.01%	95.00%	2.01%
SRTA	95.47%	94.67%	95.33%	96.33%	95.33%	95.42%	98.00%	-2.58%
VTA	91.48%	81.00%	83.27%	85.43%	82.73%	83.11%	91.00%	-7.89%
WRTA	89.17%	88.67%	89.00%	89.67%	89.00%	89.08%	90.00%	-0.92%



FY25 Demand Taxi OTP 2 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
MART	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
WRTA	84.75%	91.00%	88.33%	88.00%	89.00%	89.08%	86.00%	3.08%

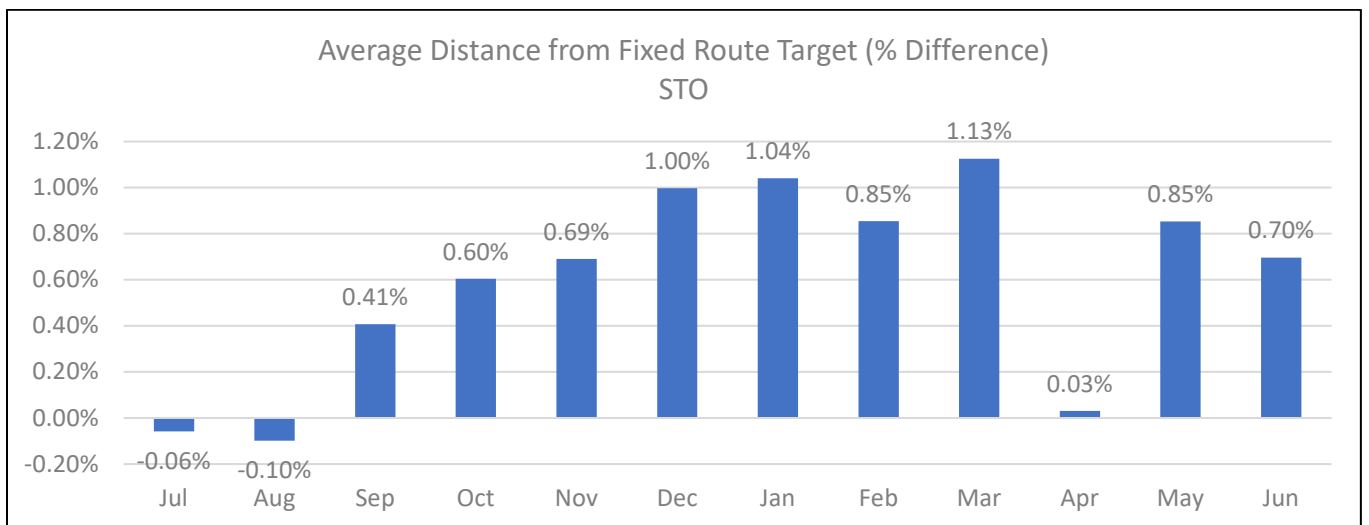
Fixed route and demand response on time performance declined in FY25, with fixed route OTP dropping more than 2% below the target for many months and particularly dropping in March, possibly due to weather impacts. Demand response OTP showed a similar decline in performance from last year. Notably, GATRA’s OTP data was collected for the first time starting in March 2025, resulting in a very low overall performance due to missing data and not reflective of their actual OTP.



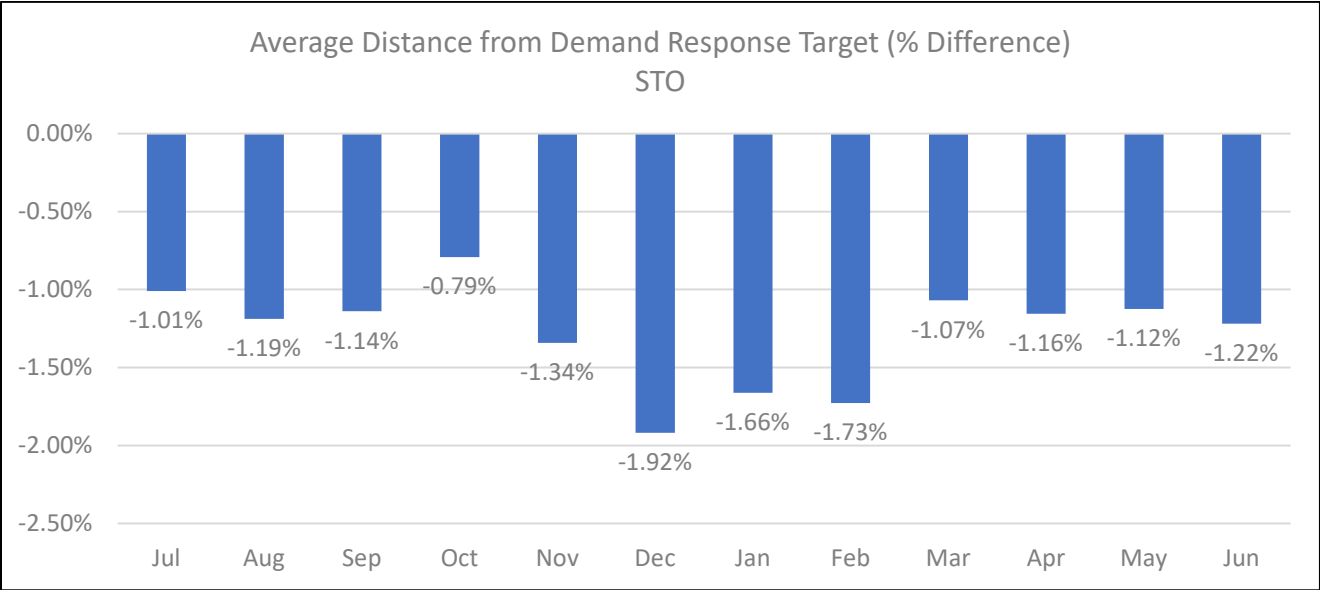
Scheduled Trips Operated (STO)

Schedule Trips Operated: STO is defined as the percentage of trips from the pre-determined system schedule that are completed by the operator. For fixed routes, 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 one 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. **Black values indicate OTP values that are lower than the target value** while **green values indicate OTP values that are higher than the target value.**

FY25 Fixed Route STO 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	99.98%	99.99%	99.97%	100.00%	99.98%	99.99%	99.90%	0.09%
BRTA	99.85%	99.53%	98.95%	97.36%	98.64%	98.62%	99.85%	-1.23%
CATA	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%	0.00%
FRTA	80.20%	86.95%	91.34%	93.65%	93.76%	91.42%	95.00%	-3.58%
GATRA	98.63%	100.00%	99.99%	99.97%	99.94%	99.98%	100.00%	-0.02%
LRTA	99.85%	99.83%	99.99%	100.00%	100.00%	99.95%	99.85%	0.10%
MART	100.00%	100.00%	99.43%	99.70%	100.00%	99.78%	100.00%	-0.22%
MeVa	99.46%	99.89%	99.87%	99.92%	99.86%	99.89%	96.00%	3.88%
MWRTA	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	97.00%	2.00%
NRTA	99.92%	100.00%	99.67%	100.00%	100.00%	99.92%	100.00%	-0.08%
PVTA	99.89%	99.85%	99.90%	99.90%	99.95%	99.90%	100.00%	-0.10%
SRTA	99.49%	99.90%	99.43%	99.78%	99.79%	99.72%	99.00%	0.72%
VTA	86.78%	90.67%	97.97%	99.27%	90.33%	94.56%	87.50%	7.06%
WRTA	98.75%	98.75%	99.05%	99.68%	99.75%	99.31%	99.00%	0.31%

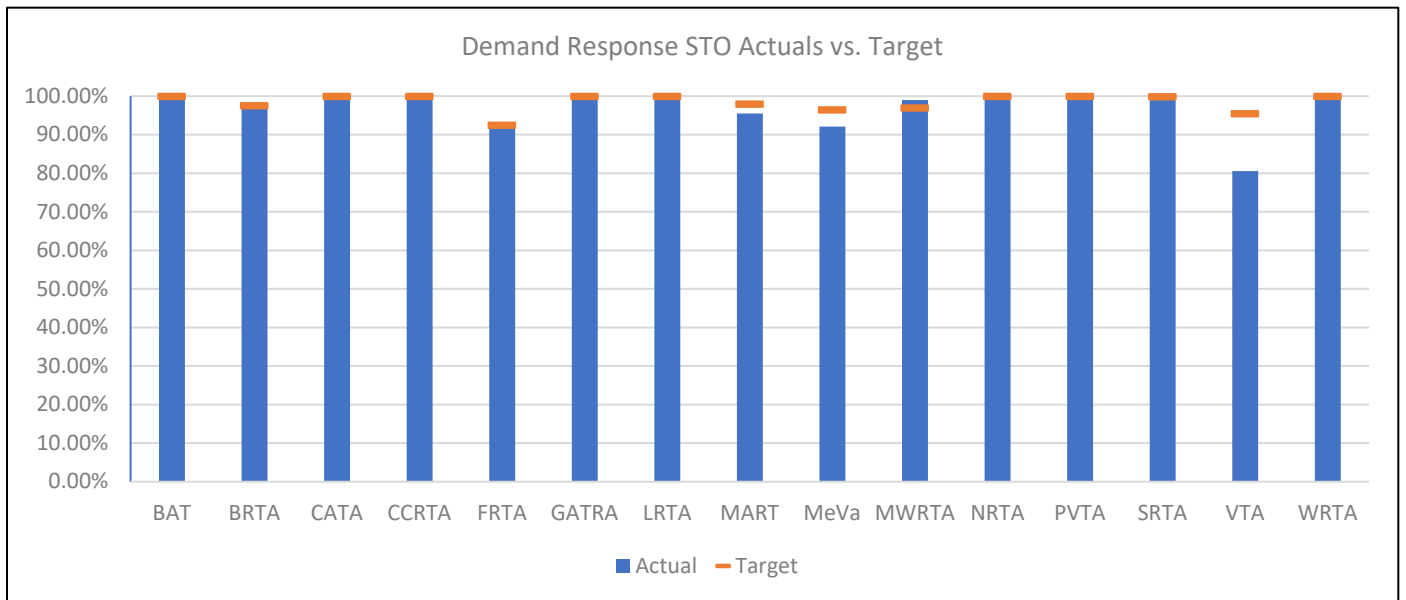
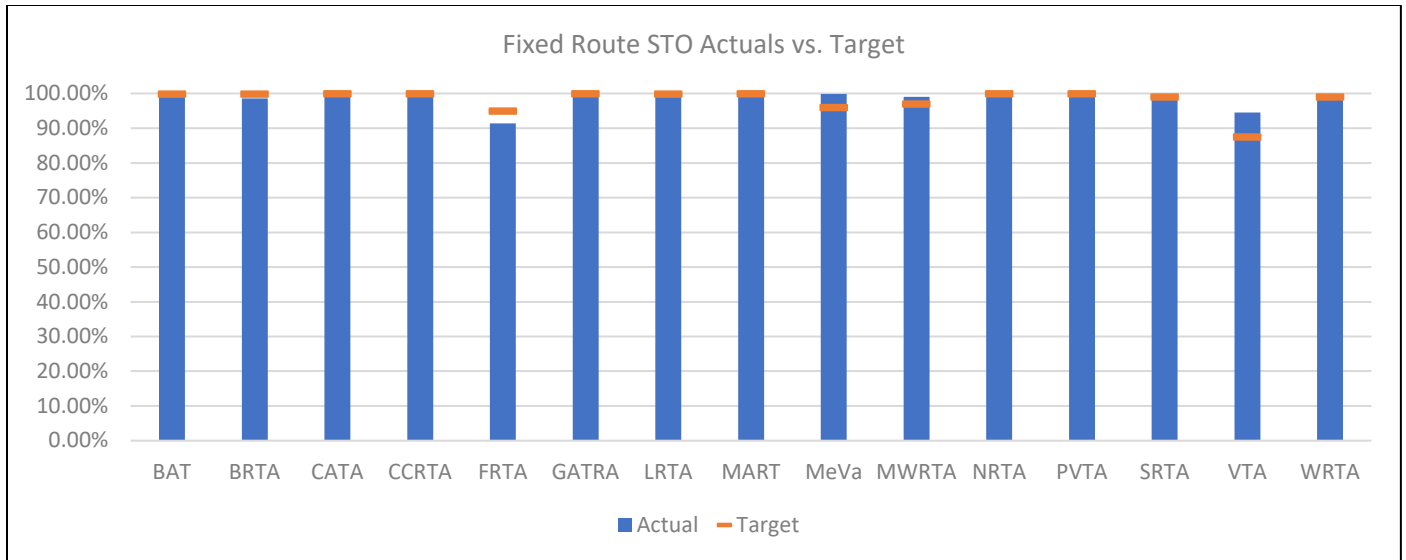


FY25 Demand Response STO 15 RTAs Reporting								
RTA	Baseline	Q1	Q2	Q3	Q4	Actual	Target	Variance
BAT	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	0.01%
BRTA	97.58%	98.02%	97.46%	97.88%	98.11%	97.87%	97.60%	0.27%
CATA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
CCRTA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
FRTA	90.44%	93.07%	93.10%	92.87%	93.42%	93.12%	92.50%	0.61%
GATRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
LRTA	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	0.02%
MART	97.43%	96.13%	95.20%	95.07%	95.63%	95.51%	98.00%	-2.49%
MeVa	95.18%	93.18%	92.34%	91.07%	91.67%	92.07%	96.50%	-4.43%
MWRTA	99.85%	99.00%	99.00%	99.00%	99.00%	99.00%	97.00%	2.00%
NRTA	99.83%	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%	0.00%
SRTA	99.66%	99.55%	99.62%	99.72%	99.74%	99.66%	99.90%	-0.24%
VTA	98.00%	81.33%	80.00%	79.07%	81.90%	80.58%	95.50%	-14.93%
WRTA	100.00%	99.98%	99.97%	99.99%	99.98%	99.98%	99.99%	-0.01%



FY25 Demand Taxi STO 15 RTAs Reporting								
MART	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
WRTA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%

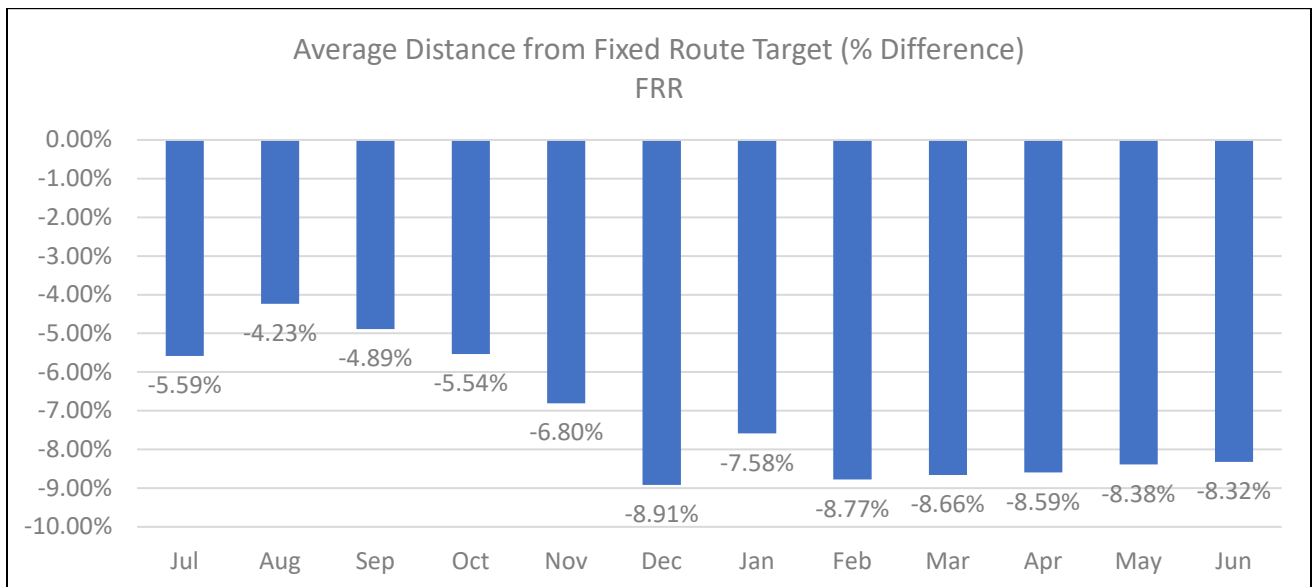
For FY25, **the average percentage of scheduled trips operated for fixed route service consistently exceeded the monthly targets.** Most RTAs met their annual targets, and those that did not exceed their targets missed by an average of about 1%. Potential reasons for a trip not to run as scheduled include maintenance issues or inclement weather.



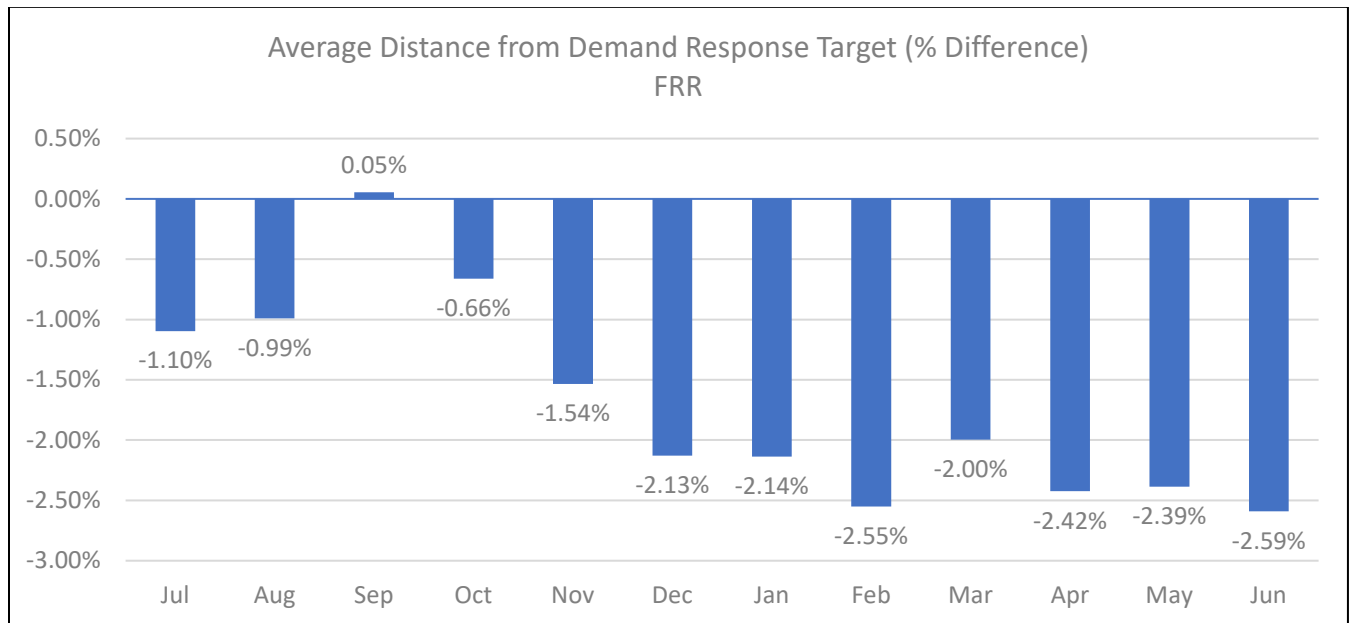
Farebox Recovery Ratio (FRR)

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. **Black 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.**

FY25 Fixed Route FRR 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	13.39%	0.00%	14.46%	-14.46%
BRTA	7.10%	3.35%	8.32%	-4.97%
CATA	2.56%	2.31%	8.41%	-6.10%
CCRTA	5.91%	2.35%	4.85%	-2.50%
FRTA	0.03%	0.00%	0.00%	0.00%
GATRA	5.90%	5.09%	6.20%	-1.11%
LRTA	8.91%	3.33%	9.10%	-5.77%
MART	7.44%	4.25%	12.00%	-7.75%
MeVa	3.38%	0.00%	0.00%	0.00%
MWRTA	0.00%	0.16%	6.00%	-5.84%
NRTA	23.22%	0.00%	25.00%	-25.00%
PVTA	10.00%	4.58%	11.50%	-6.92%
SRTA	8.77%	0.00%	8.08%	-8.08%
VTA	29.71%	12.87%	29.15%	-16.28%
WRTA	0.00%	0.00%	0.00%	0.00%



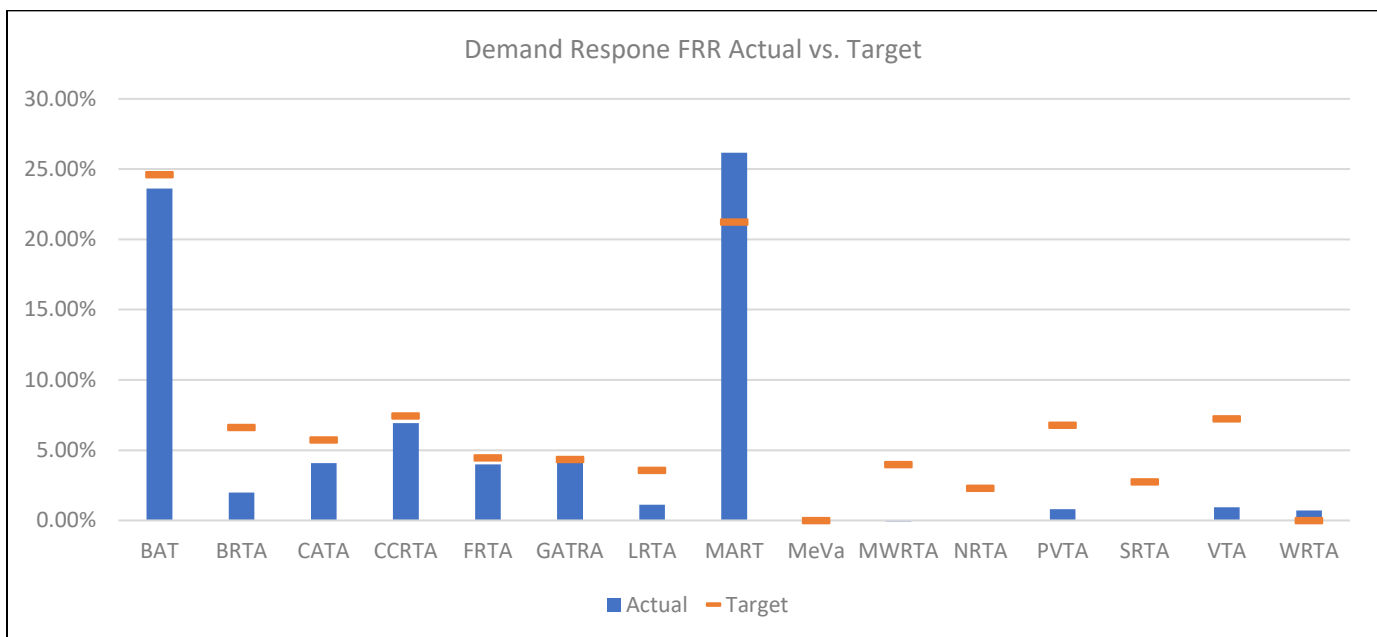
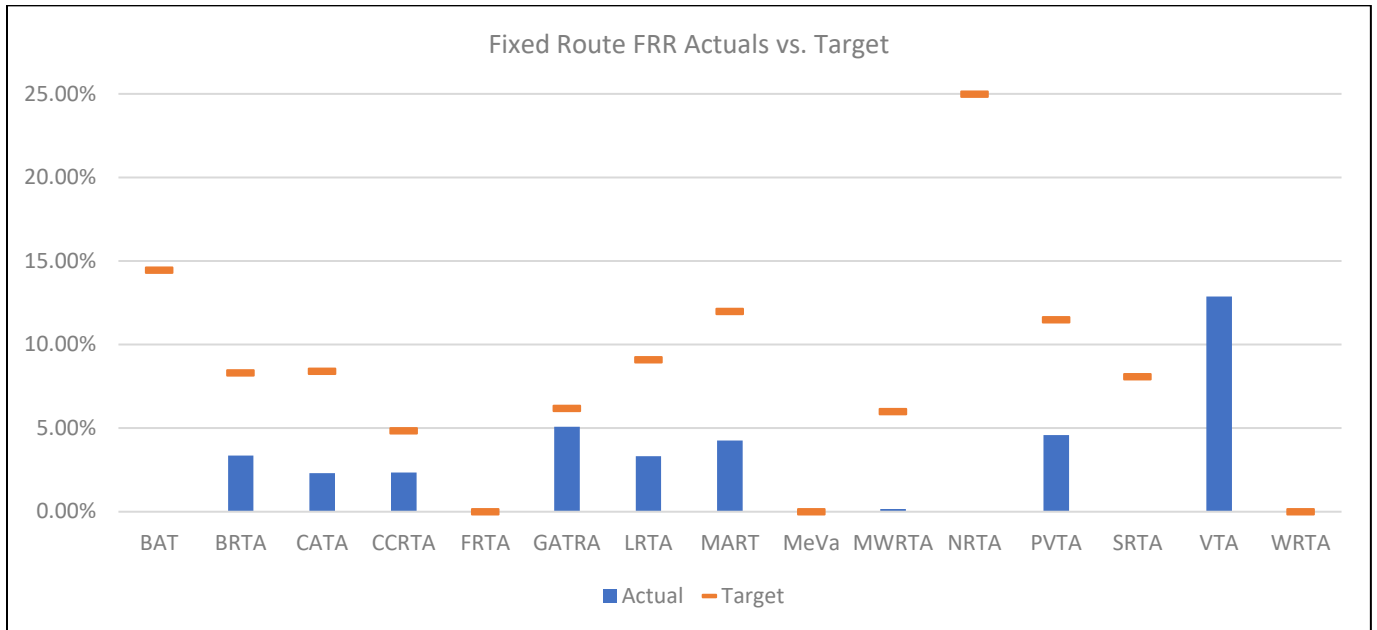
FY25 Demand Response FRR 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	23.76%	23.62%	24.62%	-1.00%
BRTA	6.45%	1.99%	6.64%	-4.65%
CATA	5.43%	4.07%	5.75%	-1.68%
CCRTA	5.78%	6.94%	7.44%	-0.51%
FRTA	4.08%	3.98%	4.46%	-0.48%
GATRA	4.13%	4.55%	4.35%	0.20%
LRTA	3.55%	1.12%	3.57%	-2.45%
MART	20.32%	26.17%	21.25%	4.92%
MeVa	3.76%	0.00%	0.00%	0.00%
MWRTA	0.02%	-0.07%	4.00%	-4.07%
NRTA	0.55%	0.00%	2.30%	-2.30%
PVTA	6.84%	0.79%	6.80%	-6.01%
SRTA	3.60%	0.00%	2.77%	-2.77%
VTA	20.94%	0.95%	7.25%	-6.30%
WRTA	0.00%	0.70%	0.00%	0.70%



FY25 Demand Taxi FRR 2 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
MART	0.68%	0.72%	0.82%	-0.10%
WRTA	0.00%	0.00%	0.00%	0.00%

While farebox recovery ratio has been considered a consistent indicator of the financial health of a given system, it is important to note that FY25 continued a trend of significant increases in state funding to the RTAs for expanded fare free service. **The drop in FRR in**

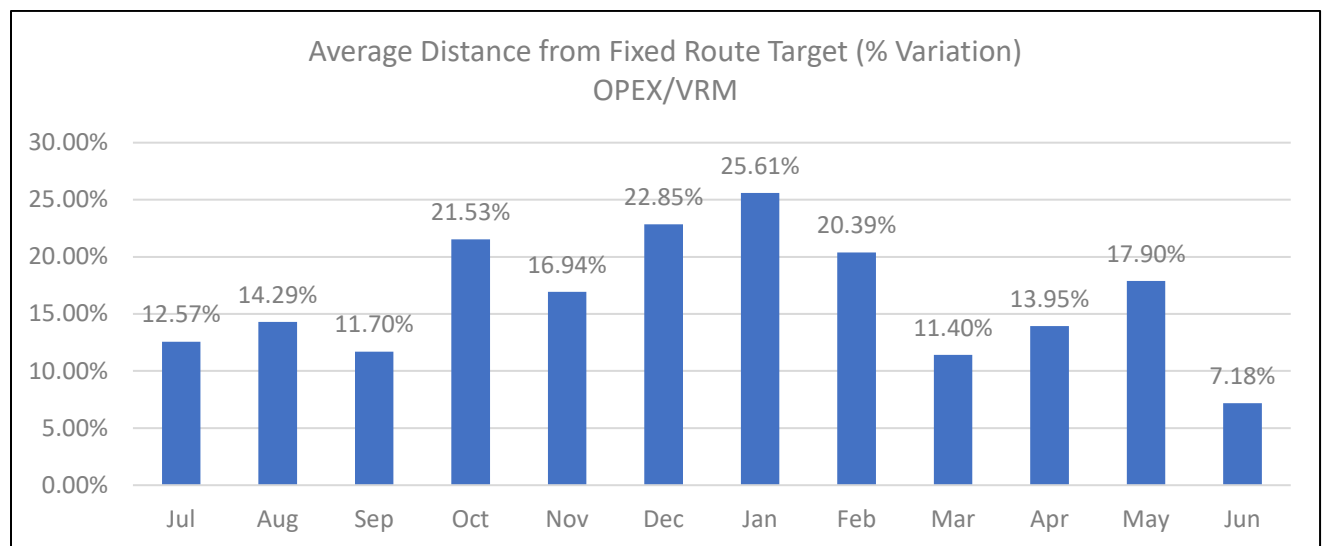
FY25 can be directly attributed to the continuation of pilot fare free operations and the RTAs subsequently collecting fewer fares. While not all RTAs will offer fare free service year-round or systemwide, and some still include fares for premium services like micro transit and service beyond ADA requirements, the use of this metric to measure financial health is impacted by the expansion of fare free services and will become less reliable in FY26 when all systems are required by legislative mandate to operate fare free service year-round subject to appropriations.



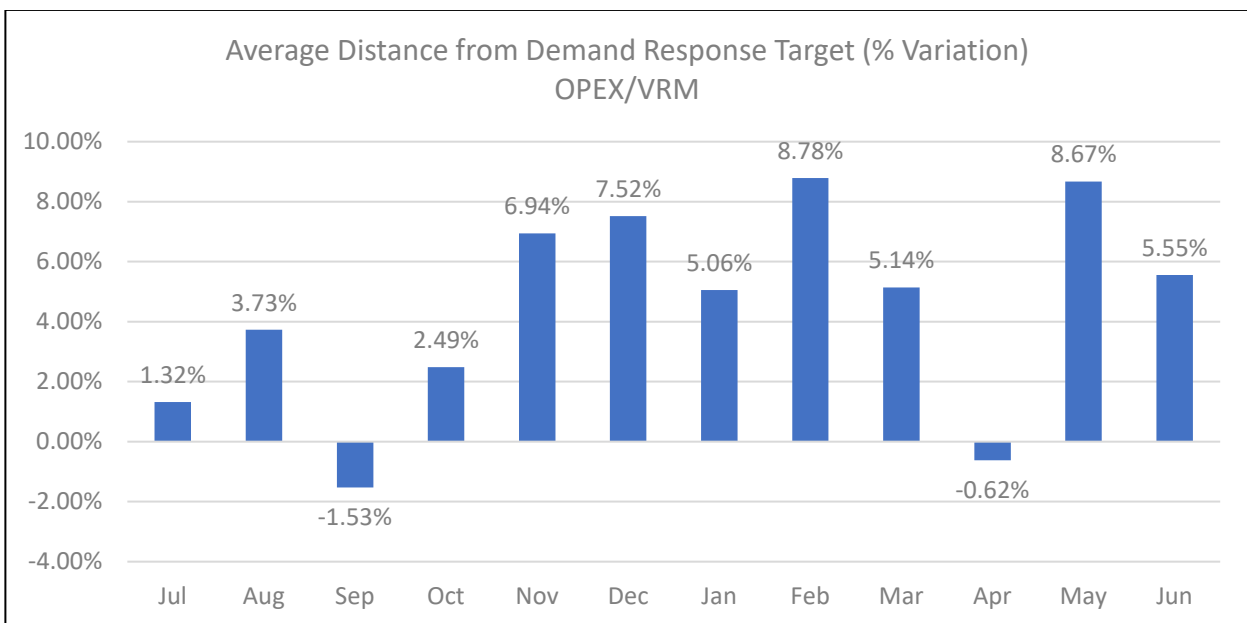
Operating Expenses / Vehicle Revenue Mile (VRM)

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 **black for positive variance** and **green for negative variance**.

FY25 Fixed Route OPEX/VRM 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$10.11	\$11.07	\$10.44	6.04%
BRTA	\$7.64	\$7.48	\$8.18	-8.51%
CATA	\$8.11	\$9.19	\$11.48	-19.91%
CCRTA	\$4.44	\$6.56	\$5.32	23.31%
FRTA	\$5.01	\$6.38	\$4.97	28.56%
GATRA	\$5.97	\$6.94	\$7.08	-1.97%
LRTA	\$7.57	\$9.08	\$9.41	-3.56%
MART	\$8.44	\$5.66	\$7.28	-22.24%
MeVa	\$10.12	\$11.93	\$16.31	-26.84%
MWRTA	\$5.52	\$6.48	\$6.84	-5.17%
NRTA	\$7.52	\$9.96	\$8.07	23.48%
PVTA	\$8.45	\$8.71	\$8.30	4.93%
SRTA	\$10.22	\$12.36	\$11.25	9.87%
VTA	\$5.48	\$6.24	\$6.05	3.09%
WRTA	\$11.21	\$13.03	\$12.78	1.94%



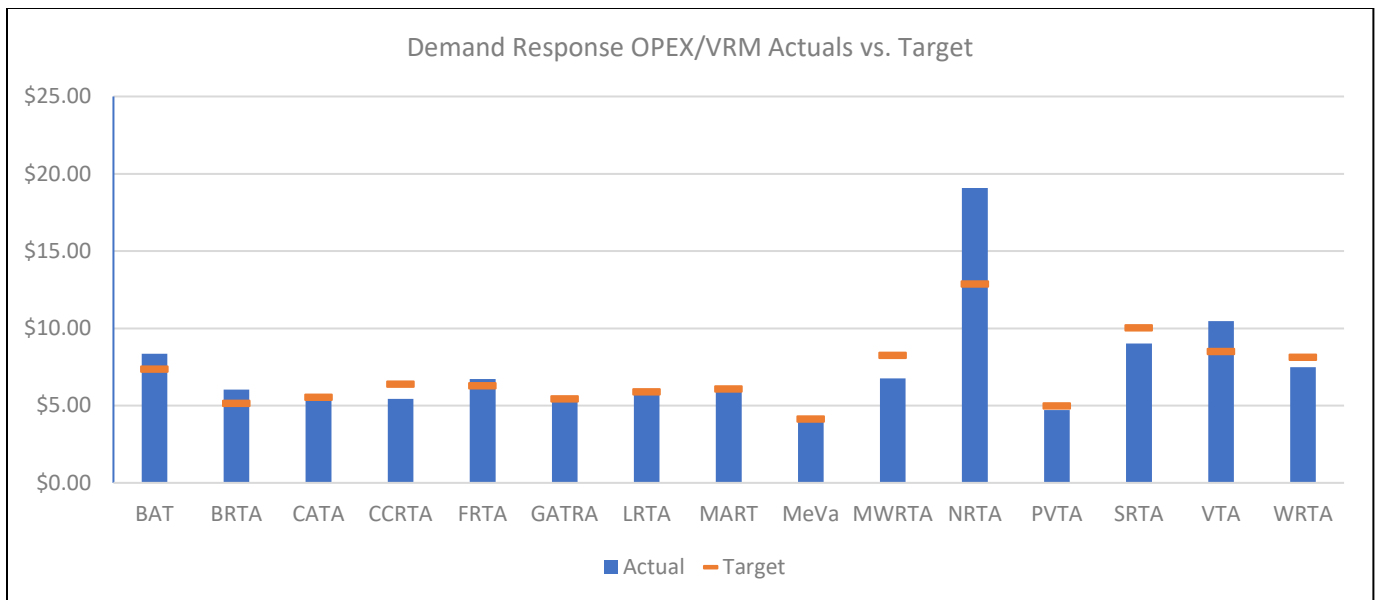
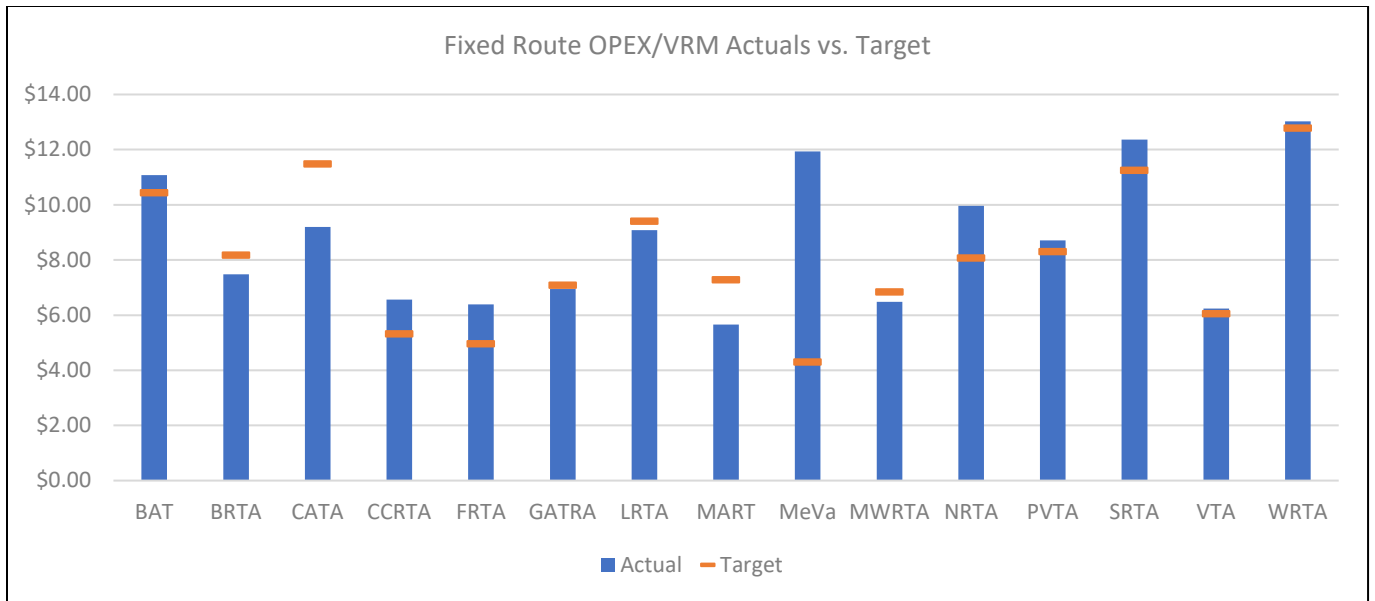
FY25 Demand Response OPEX/VRM 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$7.65	\$8.34	\$7.36	13.37%
BRTA	\$4.81	\$6.04	\$5.14	17.43%
CATA	\$5.24	\$5.52	\$5.53	-0.15%
CCRTA	\$6.02	\$5.44	\$6.38	-14.80%
FRTA	\$6.35	\$6.72	\$6.29	6.82%
GATRA	\$5.93	\$5.40	\$5.44	-0.70%
LRTA	\$5.03	\$5.76	\$5.88	-1.96%
MART	\$6.55	\$6.27	\$6.08	3.13%
MeVa	\$3.40	\$4.21	\$4.14	1.78%
MWRTA	\$6.92	\$6.77	\$8.25	-18.01%
NRTA	\$17.41	\$19.07	\$12.86	48.32%
PVTA	\$4.28	\$4.70	\$4.98	-5.56%
SRTA	\$8.06	\$9.02	\$10.03	-10.06%
VTA	\$8.38	\$10.46	\$8.50	23.10%
WRTA	\$8.44	\$7.49	\$8.12	-7.75%



FY25 Demand Taxi OPEX/VRM 2 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
MART	\$2.73	\$3.07	\$3.15	-2.48%
WRTA	\$2.26	\$2.57	\$2.32	10.86%

RTA performance declined for operating expenses per vehicle revenue mile in FY25, reflecting a larger national trend toward increases in many basic costs, including transit service, as well as service expansion. While some RTAs met their performance benchmarks, overall, the group did not meet targets set in FY23 for FY25 and show

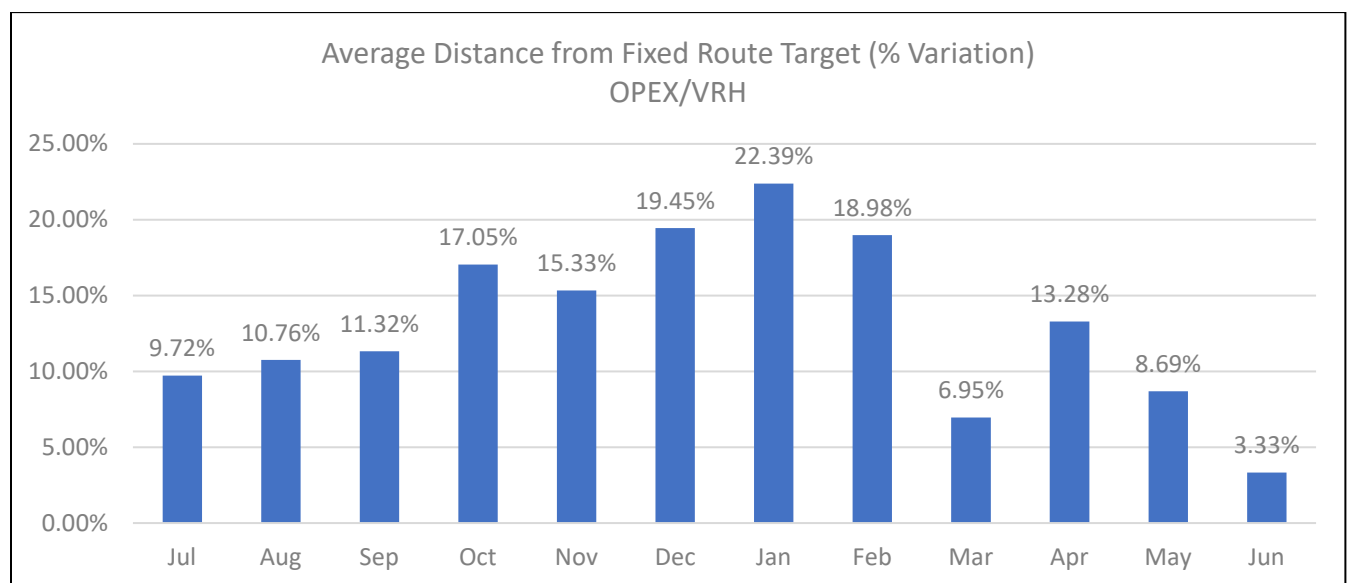
increased costs of operation. Demand response costs vary more by month to month than fixed route costs, but most of the year saw increases in operational costs.



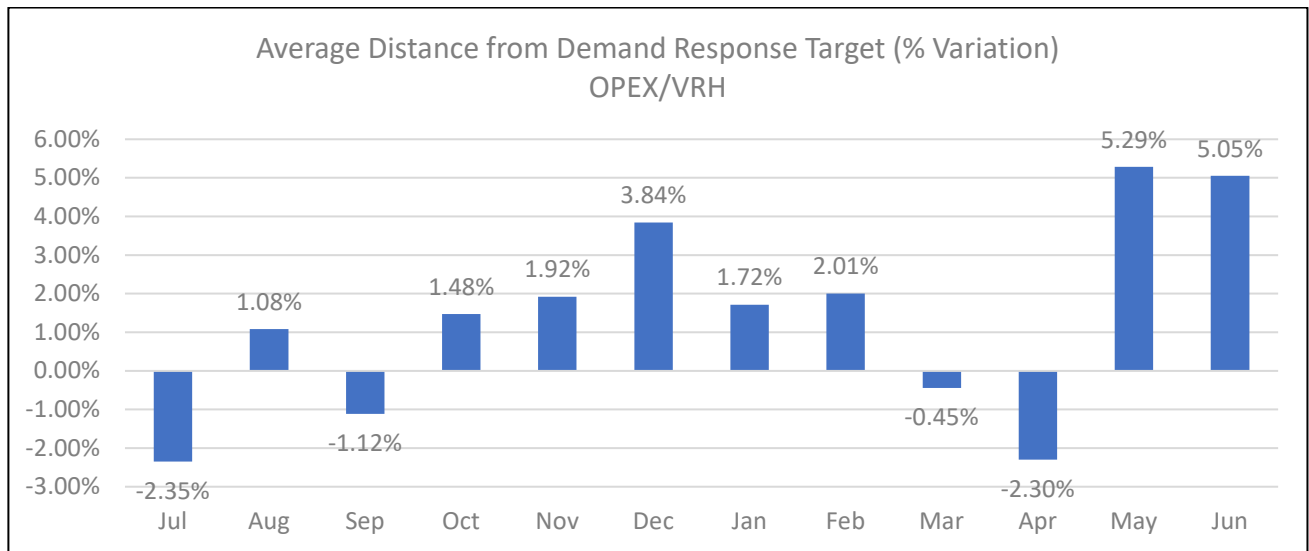
Operating Expenses / Vehicle Revenue Hour (VRH)

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 hours (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 **black for positive variance** and **green for negative variance**.

FY25 Fixed Route OPEX/VRH 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$131.40	\$111.34	\$109.85	1.36%
BRTA	\$134.39	\$136.87	\$153.61	-10.90%
CATA	\$109.28	\$143.13	\$117.00	22.33%
CCRTA	\$84.45	\$114.70	\$101.45	13.06%
FRTA	\$112.73	\$174.19	\$122.70	41.96%
GATRA	\$110.75	\$116.96	\$128.76	-9.16%
LRTA	\$110.98	\$74.39	\$143.50	-48.16%
MART	\$133.10	\$101.06	\$113.54	-10.99%
MeVa	\$112.06	\$141.77	\$73.13	93.86%
MWRTA	\$77.49	\$89.00	\$97.37	-8.60%
NRTA	\$82.38	\$101.94	\$87.55	16.44%
PVTA	\$116.10	\$135.64	\$115.28	17.66%
SRTA	\$134.66	\$151.54	\$142.15	6.61%
VTA	\$87.98	\$103.85	\$97.10	6.95%
WRTA	\$132.68	\$160.43	\$156.09	2.78%

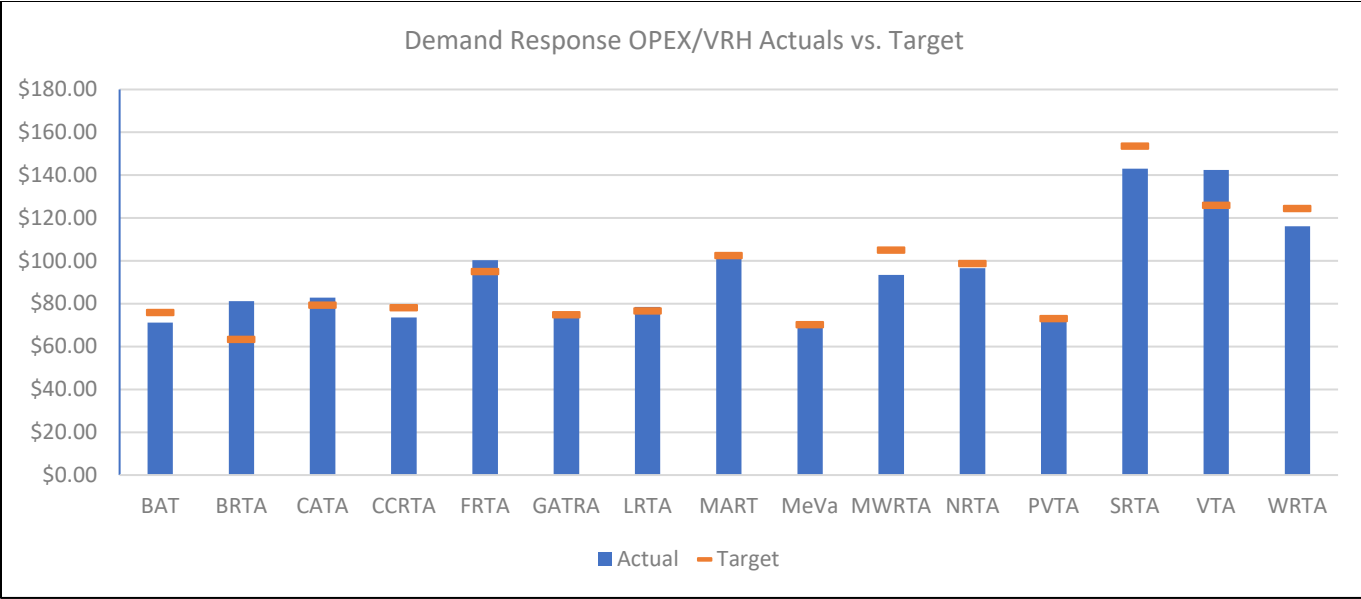
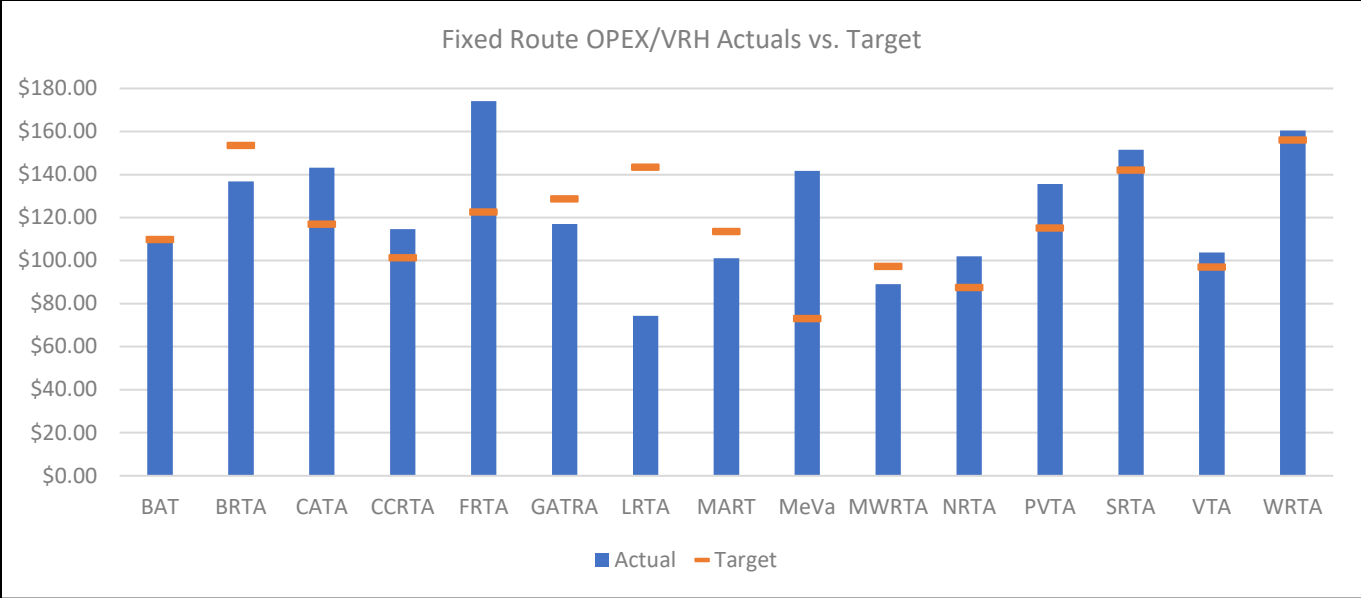


FY25 Demand Response OPEX/VRH 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$68.98	\$71.17	\$76.03	-6.39%
BRTA	\$45.67	\$81.22	\$63.38	28.15%
CATA	\$74.75	\$82.81	\$79.43	4.25%
CCRTA	\$75.55	\$73.59	\$78.21	-5.90%
FRTA	\$87.51	\$100.32	\$95.10	5.49%
GATRA	\$75.17	\$73.92	\$74.95	-1.38%
LRTA	\$66.98	\$78.45	\$76.76	2.20%
MART	\$102.67	\$103.31	\$102.54	0.75%
MeVa	\$58.28	\$70.14	\$70.32	-0.26%
MWRTA	\$88.25	\$93.41	\$105.11	-11.13%
NRTA	\$163.18	\$96.60	\$98.83	-2.26%
PVTA	\$63.34	\$73.88	\$73.07	1.10%
SRTA	\$128.98	\$143.05	\$153.63	-6.89%
VTA	\$120.02	\$142.41	\$126.00	13.02%
WRTA	\$128.15	\$116.19	\$124.57	-6.72%



FY25 Demand Taxi OPEX/VRH 2 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
MART	\$113.95	\$73.79	\$131.45	-43.87%
WRTA	\$32.90	\$36.55	\$33.98	7.55%

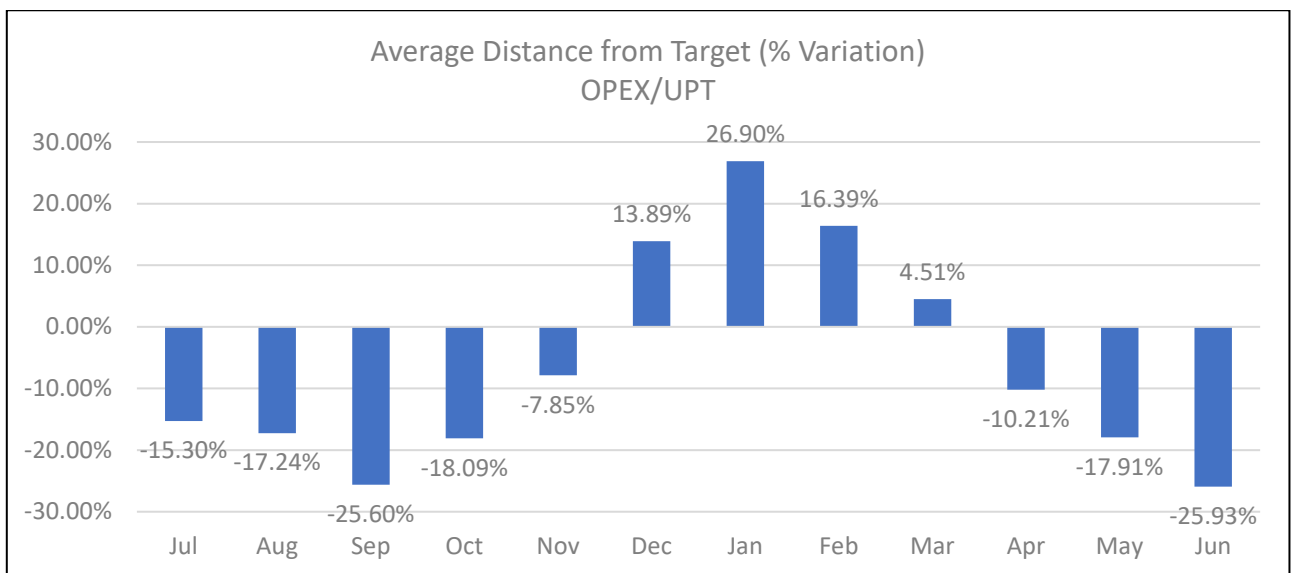
Across both fixed route and demand response service, RTAs had difficulty meeting targets for operating expenses per vehicle revenue hour. As seen in other metrics, the costs of operations have increased in recent years as labor prices increase, and inflation impacts the costs of many services.



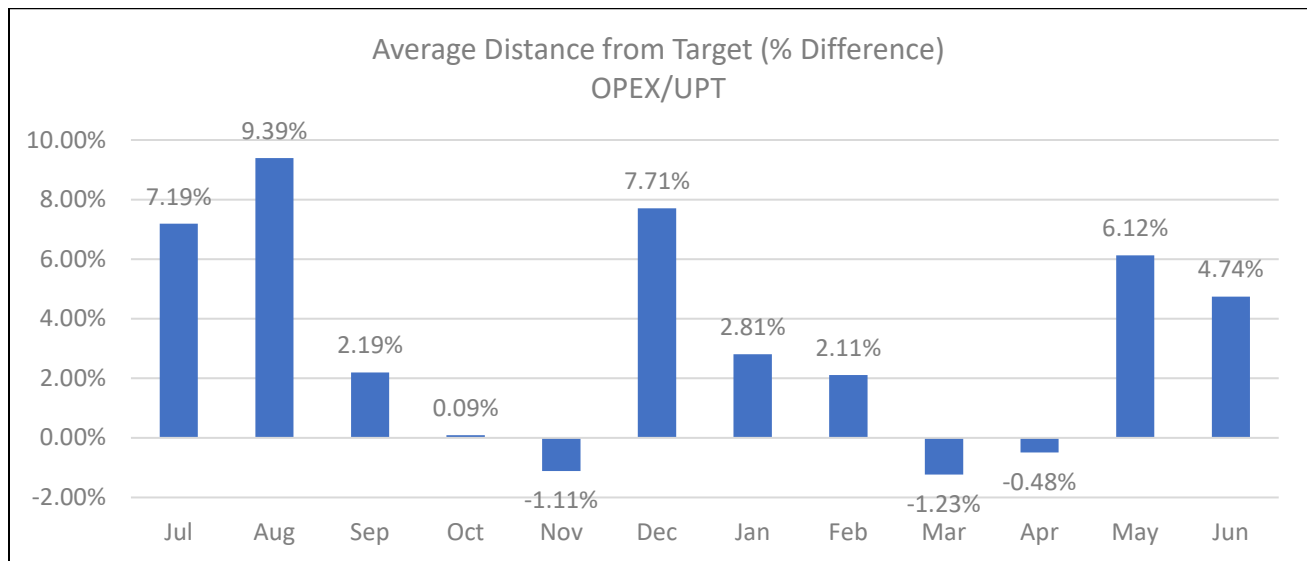
Operating Expenses / Unlinked Passenger Trips (UPT)

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 hours (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 **black for positive variance** and **green for negative variance**.

FY25 Fixed Route OPEX/UPT 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$8.32	\$4.55	\$6.66	-31.65%
BRTA	\$16.35	\$10.94	\$14.76	-25.88%
CATA	\$17.78	\$16.99	\$27.30	-37.77%
CCRTA	\$16.60	\$21.13	\$19.06	10.86%
FRTA	\$27.75	\$19.70	\$19.30	2.09%
GATRA	\$17.42	\$16.95	\$12.14	39.65%
LRTA	\$11.92	\$10.25	\$12.37	-17.11%
MART	\$23.29	\$13.37	\$18.49	-27.69%
MeVa	\$12.08	\$7.38	\$41.99	-82.43%
MWRTA	\$26.17	\$17.24	\$17.84	-3.36%
NRTA	\$10.40	\$9.70	\$9.55	1.54%
PVTA	\$6.58	\$4.74	\$5.67	-16.42%
SRTA	\$8.42	\$5.61	\$7.70	-27.12%
VTA	\$6.97	\$6.52	\$10.80	-39.59%
WRTA	\$7.39	\$5.59	\$7.28	-23.24%



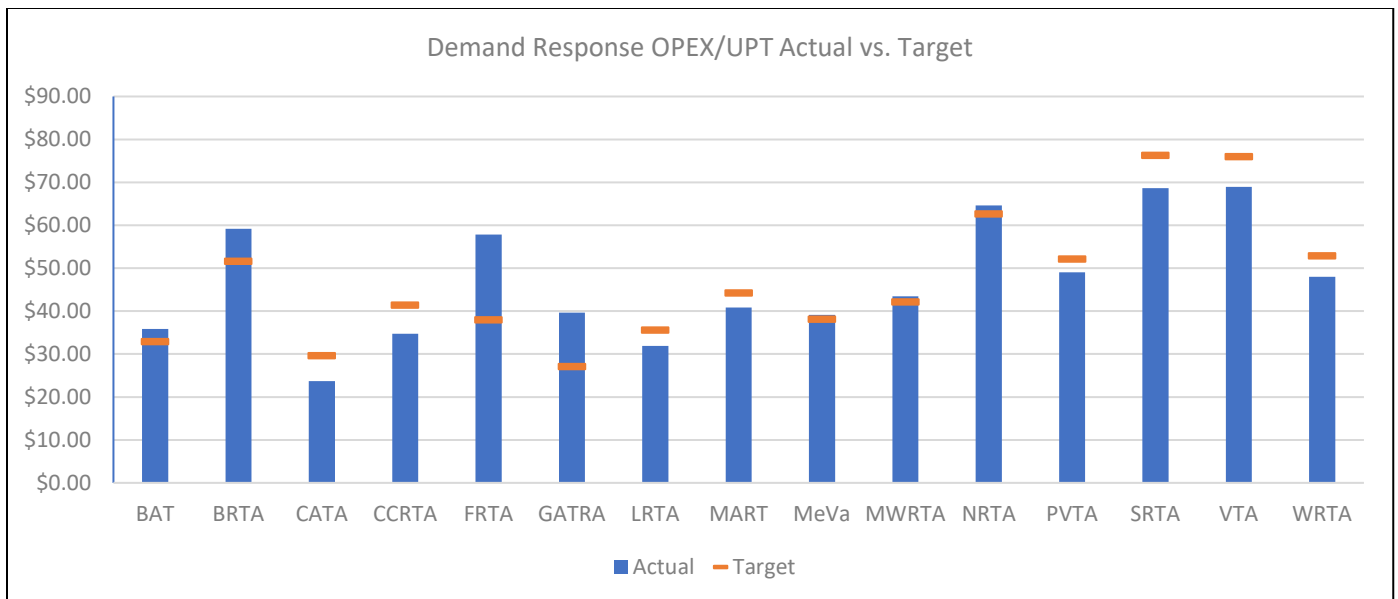
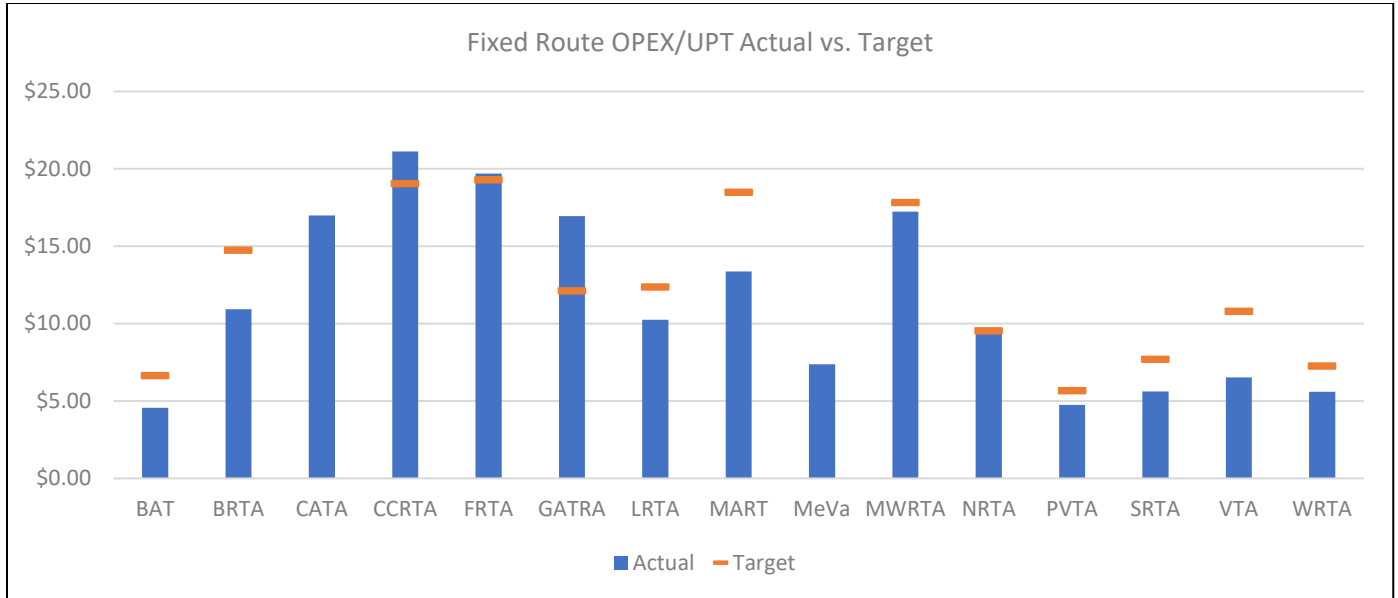
FY25 Demand Response OPEX/UPT 15 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$34.90	\$35.83	\$32.94	8.76%
BRTA	\$45.44	\$59.16	\$51.62	14.60%
CATA	\$28.14	\$23.74	\$29.63	-19.89%
CCRTA	\$43.23	\$34.77	\$41.46	-16.15%
FRTA	\$54.88	\$57.83	\$38.03	52.06%
GATRA	\$41.32	\$39.64	\$27.11	46.21%
LRTA	\$30.37	\$31.89	\$35.61	-10.46%
MART	\$45.19	\$40.81	\$44.24	-7.75%
MeVa	\$35.40	\$39.12	\$38.17	2.49%
MWRTA	\$46.20	\$43.45	\$42.19	3.00%
NRTA	\$110.22	\$64.65	\$62.70	3.11%
PVTA	\$46.48	\$49.02	\$52.15	-5.99%
SRTA	\$63.10	\$68.63	\$76.35	-10.11%
VTA	\$72.24	\$68.93	\$76.00	-9.31%
WRTA	\$60.38	\$48.02	\$52.92	-9.26%



FY25 Demand Taxi OPEX/UPT 2 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
MART	\$34.09	\$45.80	\$37.21	23.09%
WRTA	\$15.17	\$15.90	\$14.75	7.80%

Unlike the previous metric, increased ridership from new and expanded service resulted in RTAs continuing to hit their targets - **eleven of fifteen RTAs met or exceeded their operating expenses per unlinked passenger trip target**. Fixed route was more impacted

by seasonal ridership changes as RTAs kept service on the road despite lower ridership in the winter months, whereas demand response once again showed consistent variability from month to month.



Asset Management Performance Metric Analysis

Rolling Stock

Rolling Stock: Revenue transit vehicles include vehicles such as buses, vans, cars, railcars, locomotives, trolley cars and buses, and ferry boats.⁸ 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 FY25 performance, RTAs should prioritize capital replacement of cutaway, bus, and van fleets.

Rolling Stock: Bus (BU) 14 RTAs Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT	12.06%	12.96%	-0.90%
BRTA	9.09%	10.00%	-0.91%
CATA	30.00%	36.00%	-6.00%
CCRTA	28.57%	28.57%	0.00%
FRTA*	0.00%	0%	0.00%
GATRA	8.33%	36.11%	-27.78%
LRTA	0.00%	13.64%	-13.64%
MART	10.00%	11.11%	-1.11%
MeVa	0.00%	0.00%	0.00%
MWRTA**			
NRTA	37.50%	62.50%	-25.00%
PVTA	30.00%	28.00%	2.00%
SRTA	25.00%	14.49%	10.51%
VTA	17.00%	6.52%	10.48%
WRTA	27.27%	39.62%	-12.35%

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.⁹



*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.

**MWRTA Does not operate buses and therefore does not have data for this category.

⁸ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

⁹ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

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.¹⁰



Rolling Stock: Cutaway (CU) 14 RTAs Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT	25.00%	25.00%	0.00%
BRTA	23.08%	37.04%	-13.96%
CATA	17.00%	29.00%	-12.00%
CCRTA	0.00%	0.00%	0.00%
FRTA*	14.00%	0.00%	14.00%
GATRA	3.23%	4.81%	-1.58%
LRTA	39.58%	47.92%	-8.34%
MART	10.00%	18.57%	-8.57%
MeVa	0.00%	10.00%	-10.00%
MWRTA	29.20%	42.99%	-13.79%
NRTA			
PVTA	80.00%	74.00%	6.00%
SRTA	25.00%	50.00%	-25.00%
VTA	100.00%	100.00%	0.00%
WRTA	12.28%	35.09%	-22.81%

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.¹¹

Rolling Stock: Minivan (MV) 4 RTAs Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA	0.00%	12.50%	-12.50%
FRTA*	0.00%	0.00%	0.00%
GATRA			
LRTA	50.00%	33.33%	16.67%
MART			
MeVa			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	0.00%	100.00%	-100.00%
WRTA			



¹⁰ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

¹¹ 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 eight to eighteen 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.¹²



Rolling Stock: Van (VN) 6 RTAs Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT	39.62%	37.74%	1.88%
BRTA			
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*	68.00%	92.30%	68.00%
GATRA			
LRTA			
MART			
MeVa			
MWRTA	0.00%	0.00%	0.00%
NRTA	50.00%	100.00%	-50.00%
PVTA			
SRTA			
VTA	100.00%	33.33%	66.67%
WRTA			

Rolling Stock: Automobile (AO) 1 RTA Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MeVa			
MWRTA	100.00%	100.00%	0.00%
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

Automobile (AO): A passenger car up to and including station wagons in size. Excludes minivans and anything larger.¹³



¹² Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

¹³ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

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.¹⁴



Rolling Stock: Articulated Bus (AB) 1 RTA Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MeVa			
MWRTA			
NRTA			
PVTA	0.00%	100%	-100%
SRTA			
VTA			
WRTA			

Equipment

Equipment: Non-revenue support service vehicles such as automobiles, trucks, or steel wheel vehicles used by supervisors or maintenance staff.¹⁵ On average, RTA support fleets consist of automobiles, trucks, and other rubber tire vehicles. With a few exceptions, most of the reported automobile equipment that is beyond useful life is over 50%. Trucks and other rubber tire vehicle equipment are slightly in a better state of good repair (SGR), though nearly half of this equipment is beyond useful life of over 30%. 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 FY25 performance, RTAs should prioritize capital replacement of service automobiles.

¹⁴ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

¹⁵ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

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.¹⁶

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.¹⁷

Equipment: Automobiles 14 RTAs Reporting				Equipment: Trucks and Other Rubber Tire Vehicles 14 RTAs Reporting			
RTA	FY25 Target (%)	FY25 Performance (%)	Difference	RTA	FY25 Target (%)	FY25 Performance (%)	Difference
BAT	100.00%	100.00%	0.00%	BAT	33.33%	37.50%	-4.17%
BRTA	100.00%	100.00%	0.00%	BRTA	81.80%	84.62%	-2.82%
CATA				CATA	75.00%	75.00%	0.00%
CCRTA	0.00%	0.00%	0.00%	CCRTA	0.00%	0.00%	0.00%
FRTA*	0.00%	100.00%	0.00%	FRTA*	25.00%	14.28%	25.00%
GATRA	0.00%	20.00%	-20.00%	GATRA	42.86%	14.29%	28.57%
LRTA	50.00%	33.33%	16.67%	LRTA	22.22%	12.50%	9.72%
MART				MART	12.00%	16.13%	-4.13%
MeVa	100.00%	100.00%	0.00%	MeVa	100.00%	100.00%	0.00%
MWRTA				MWRTA	40.00%	35.71%	4.29%
NRTA	50.00%	100.00%	-50.00%	NRTA	0.00%	50.00%	-50.00%
PVTA	50.00%	76.00%	-26.00%	PVTA	50.00%	67.00%	-17.00%
SRTA	50.00%	100.00%	-50.00%	SRTA	50.00%	35.00%	15.00%
VTA	0.00%	71.43%	-71.43%	VTA			
WRTA	0.00%	0.00%	0.00%	WRTA	75.00%	87.50%	-12.50%

¹⁶ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

¹⁷ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Facilities

Facilities: All passenger facilities used in revenue service as well as administrative and maintenance facilities for which the agency has a capital responsibility.¹⁸ 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 SGR. With two exceptions, all reported facilities are above 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.¹⁹

Facilities: Passenger / Parking Facilities 11 RTAs Reporting			
RTA	FY25 Target (%)	FY25 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*			
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			
NRTA			
PVTA	80.00%	20.00%	60.00%
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

¹⁸ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

¹⁹ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

part of passenger stations. Administrative and maintenance facilities are reportable only if the agency has capital responsibility and transit use is more than incidental.²⁰

Facilities: Administrative / Maintenance Facilities 15			
RTAs Reporting			
RTA	FY25 Target (%)	FY25 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*	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%
NRTA	0.00%	0.00%	0.00%
PVTA	80.00%	20.00%	60.00%
SRTA	0.00%	50.00%	-50.00%
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%



²⁰ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

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.²¹ Fatalities that occur because of illnesses, drug overdoses, or other natural causes are not reportable.²² **In CY2024, all RTAs set targets of zero fatalities on their systems, and all met their targets of eliminating fatalities.**

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.²³ The vast majority of RTAs CY2024 performance met goals of reducing injuries below even targeted reductions.

Note: This metric is only reported by Section 5307 recipient RTAs. PVRTA assigns targets and reports this metric systemwide and not by mode; MeVa does not have a rate target.

CY24 Fixed Route Injuries			
RTA	Target	Actual	% Variance
BAT	10	2	-80.00%
BRTA	4	0	-100.00%
CATA	1	0	-100.00%
CCRTA	8	0	-100.00%
GATRA	3	0	-100.00%
LRTA	3	0	-100.00%
MART	5	2	-60.00%
MeVa	4	1	-75.00%
MWRTA	9	0	-100.00%
PVRTA		16	
SRTA	8	4	-50.00%
WRTA	20	2	-90.00%

CY24 Demand Response Injuries			
RTA	Target	Actual	% Variance
BAT	4	0	-100.00%
BRTA	0	0	0.00%
CATA	1	0	-100.00%
CCRTA	4	0	-100.00%
GATRA	2	4	100.00%
LRTA	1	0	-100.00%
MART	4	0	-100.00%
MeVa	3	0	-100.00%
MWRTA	7	0	-100.00%
PVRTA		0	
SRTA	1	0	-100.00%
WRTA	4	0	-100.00%

²¹ FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

²² FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

²³ FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

CY24 Fixed Route Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	7.60	2.84	-62.67%
BRTA	4.20	0.00	-100.00%
CATA	0.50	0.00	-100.00%
CCRTA	0.60	0.00	-100.00%
GATRA	2.60	0.00	-100.00%
LRTA	1.50	0.00	-100.00%
MART	1.67	1.14	-31.63%
MeVa		0.80	
MWRTA	1.00	0.00	-100.00%
PVTA		3.21	
SRTA	5.20	2.40	-53.83%
WRTA	2.10	0.97	-53.75%

CY24 Demand Response Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	5.90	0.00	-100.00%
BRTA	0.00	0.00	0.00%
CATA	0.50	0.00	-100.00%
CCRTA	0.10	0.00	-100.00%
GATRA	1.10	2.02	83.91%
LRTA	3.00	0.00	-100.00%
MART	1.33	0.00	-100.00%
MeVa		0.00	
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 types²⁴:

- Collisions (i.e., an impact of a transit vehicle 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' CY2024 performance was well below the target for reportable safety events.

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

CY24 Fixed Route Safety Events			
RTA	Target	Actual	% Variance
BAT	6.00	3.00	-50.00%
BRTA	3.00	2.00	-33.33%
CATA	2.50	0.00	-100.00%
CCRTA	16.00	1.00	-93.75%
GATRA	3.00	1.00	-66.67%
LRTA	2.00	1.00	-50.00%

CY24 Demand Response Safety Events			
RTA	Target	Actual	% Variance
BAT	4.00	0.00	-100.00%
BRTA	0.00	2.00	100.00%
CATA	1.50	0.00	-100.00%
CCRTA	8.00	2.00	-75.00%
GATRA	2.00	3.00	50.00%
LRTA	1.00	0.00	-100.00%

²⁴ FTA Office of Budget and Policy, February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

MART	1.00	2.00	100.00%	MART	1.00	0.00	-100.00%
MeVa	4.00	0.00	-100.00%	MeVa	3.00	0.00	-100.00%
MWRT	15.00	0.00	-100.00%	MWRTA	10.00	0.00	-100.00%
A							
PVTA		44.00		PVTA		0.00	
SRTA	8.00	2.00	-75.00%	SRTA	1.00	1.00	0.00%
WRTA	14.00	11.00	-21.43%	WRTA	8.00	6.00	-25.00%

CY24 Fixed Route Safety Event Rate (per IM VRM)			
RTA	Target	Actual	% Variance
BAT	4.60	1.42	-69.16%
BRTA	3.20	0.00	-100.00%
CATA	1.50	0.00	-100.00%
CCRTA	1.20	0.00	-100.00%
GATRA	2.60	0.75	-71.24%
LRTA	1.50	0.00	-100.00%
MART	0.34	1.14	235.81%
MeVa		0.80	
MWRT	1.25	0.00	-100.00%
A			
PVTA		1.20	
SRTA	5.20	0.60	-88.46%
WRTA	1.50	0.97	-35.24%

CY24 Demand Response Safety Event Rate (per IM VRM)			
RTA	Target	Actual	% Variance
BAT	5.90	0.00	-100.00%
BRTA	0.00	0.00	-100.00%
CATA	1.00	0.00	-100.00%
CCRTA	0.20	0.00	-100.00%
GATRA	1.10	1.01	-8.04%
LRTA	3.00	0.00	-100.00%
MART	0.34	0.00	-100.00%
MeVa		0.00	
MWRTA	1.25	0.00	-100.00%
PVTA		0.00	
SRTA	1.90	0.00	-100.00%
WRTA	1.50	1.05	-29.91%

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' FY25 performance was well below the target for preventable accidents for demand-response service but fell short of targets for fixed-route service.

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

FY24 Fixed Route Preventable Accidents / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	1.91	2.59	1.45	78.62%
NRTA	0	2.6	0	
VTA	0	0.53	3.25	-83.69%

FY24 Demand Response Preventable Accident / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	0.44	0	1.2	-100.00%
NRTA	0	0	0	
VTA	0	0.76	1	-24.00%

Summary & Next Steps

This FY25 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 a consistent trend of growth in ridership now surpassing pre-pandemic data, as well as rising costs for transit operations due to inflation. As shown in Figure 11, the RTAs on average exceeded ridership targets for both modes.

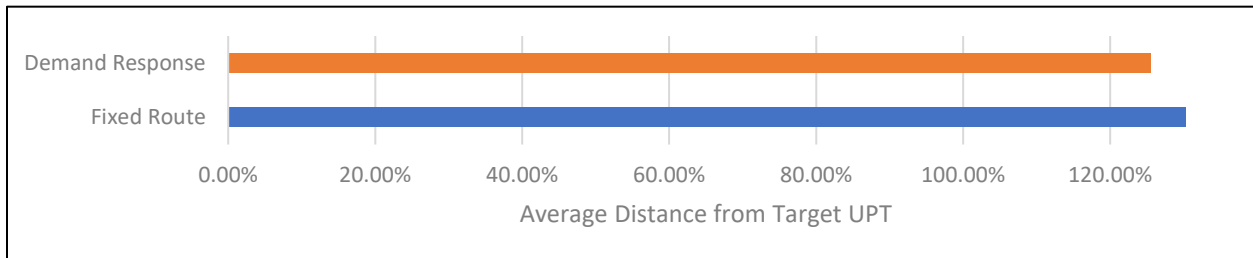


Figure 117. Average year-to-date (YTD) distance from the identified target for unlinked passenger trips.

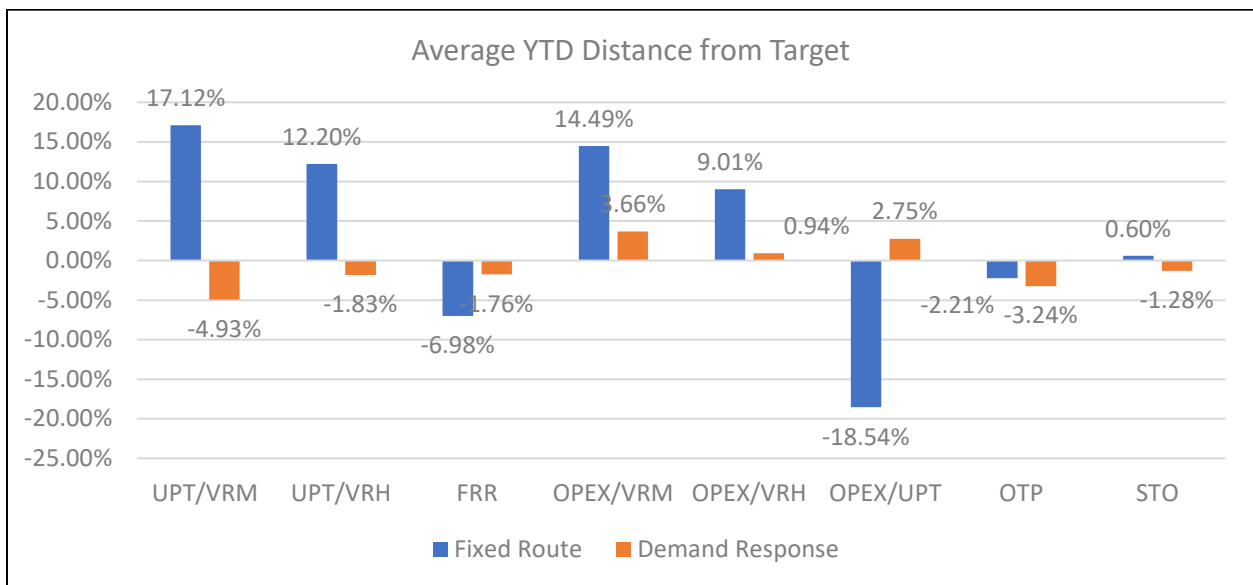


Figure 128: Average year-to-date (YTD) distance from the identified target by metric, not including unlinked passenger trips.

RTD required the RTAs to include a recovery baseline of SFYFY19 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 services, have largely recovered and surpassed pre-pandemic baselines** (Figure 13).

However, costs of operations have risen, negatively impacting performance in financial metrics. RTAs continue to see an expected decline in their Farebox recovery due to expansion of fare free operations.

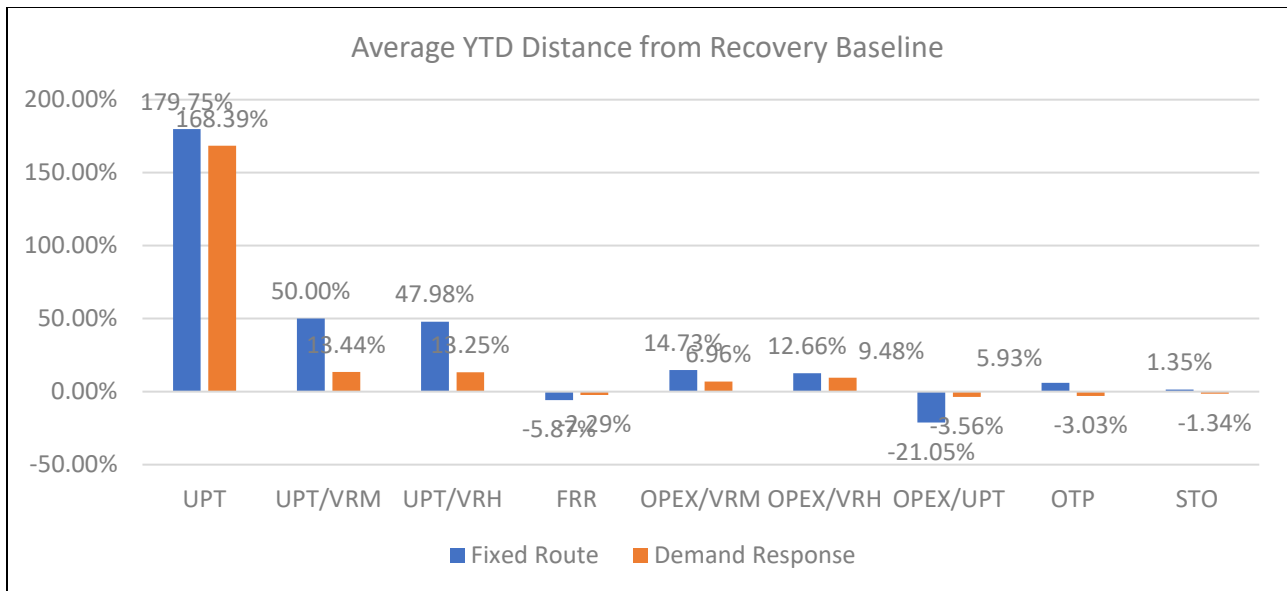


Figure 13 9: Average year-to-date (YTD) distance from the identified recovery baseline (FY19) by metric.

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. Details 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 – PERFORMANCE MANAGEMENT

PROGRAM HISTORY

APPENDIX C – GLOSSARY

APPENDIX D – RTA PROFILES

Appendix A – RTA Background Information

In Massachusetts, there are 15 RTAs outside of the Greater Boston Area (Figure 14). 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 FY25, the RTAs supplied 32,829,557 in unlinked passenger trips across all modes.²⁵

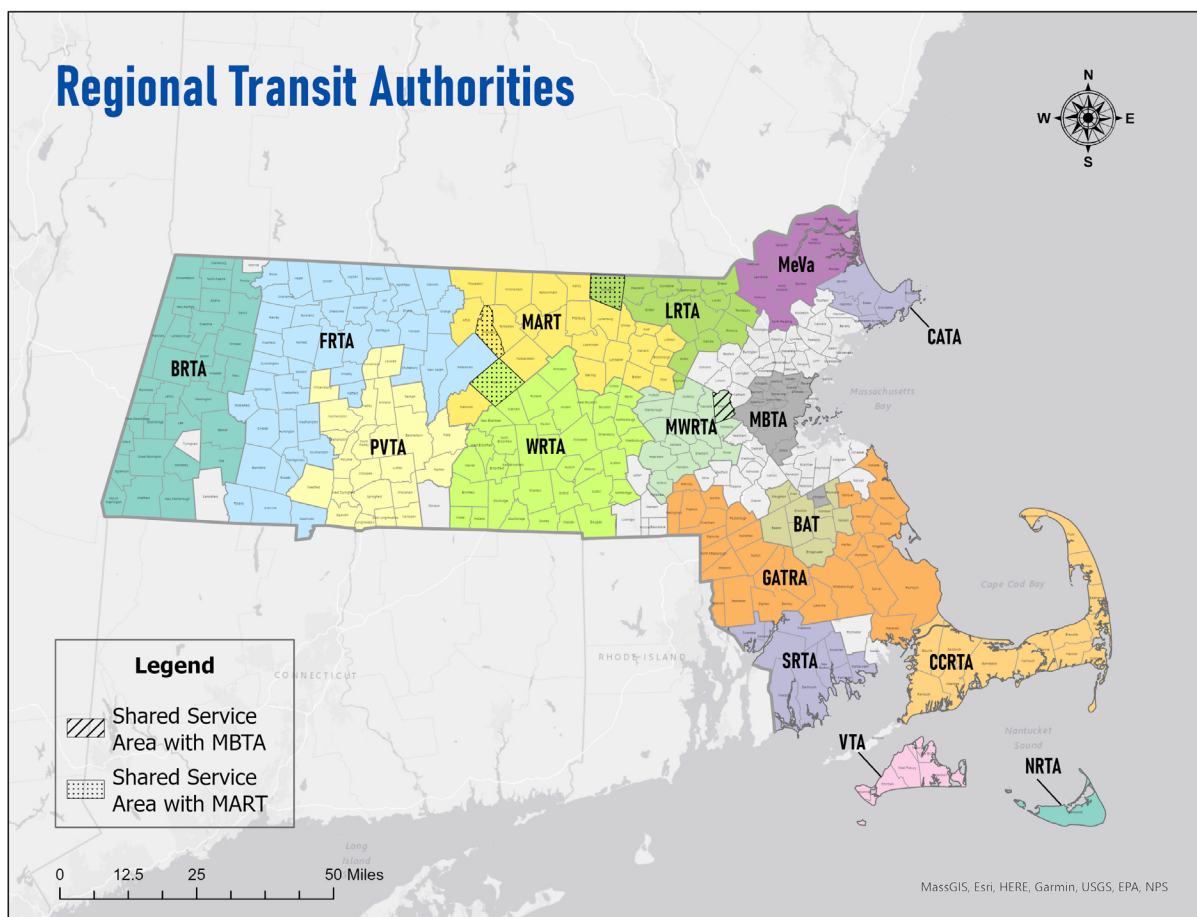


Figure 10: Map of the RTAs in Massachusetts, including the Massachusetts Bay Transportation Authority (MBTA) bus system.

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

²⁵ BlackCat Monthly Service Data Reports

Massachusetts Department of Transportation (MassDOT) (Figure 15). SCA is 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 FY19, 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 deploying microtransit pilots, marketing and outreach campaigns, and gathering data on local demand for evening and weekend service through pilot programs. This allocation ended in FY21. The FY23 budget included \$2.5 million to be used on grants for means-tested, discounted or fare-free pilot programs to be administered by the RTAs, and this funding was increased to \$15 million in FY24. In FY25, the RTAs received an additional \$10 million in SCA funding, as well as \$30 million for fare free programs, among other grant programs.

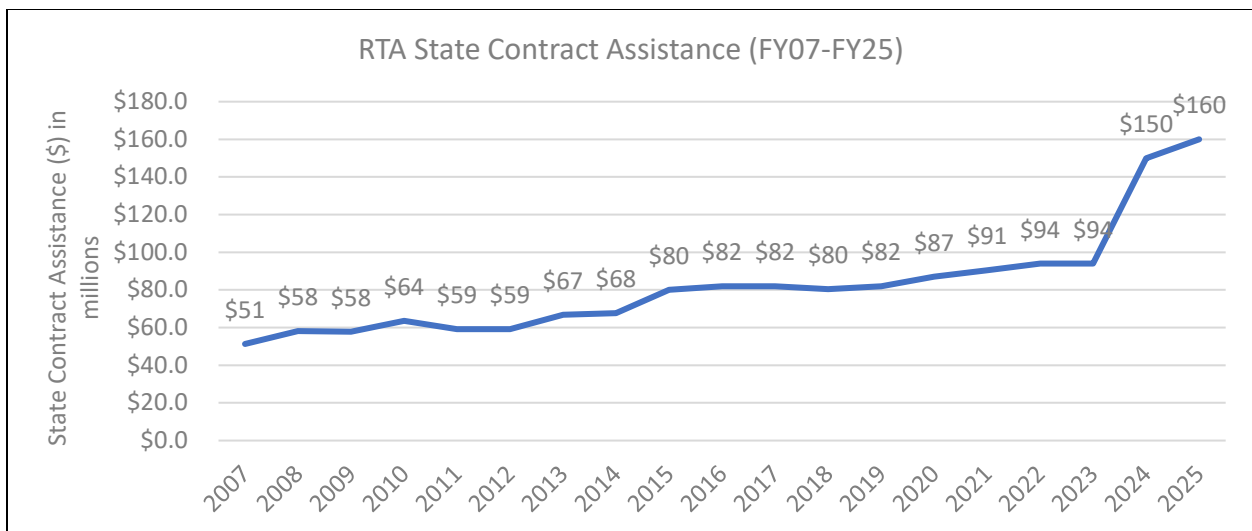


Figure 11: Total SCA allocation (in millions) for all RTAs (FY2007–FY25).

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 for a variety of trip purposes, which speaks to the flexibility they must employ. RTA ridership began to decline in FY2017, mirroring national trends (Figure 16). This trend was exacerbated by the COVID-19 pandemic, but the RTAs have made significant, continued progress in recovering lost ridership in each of the last three fiscal years.

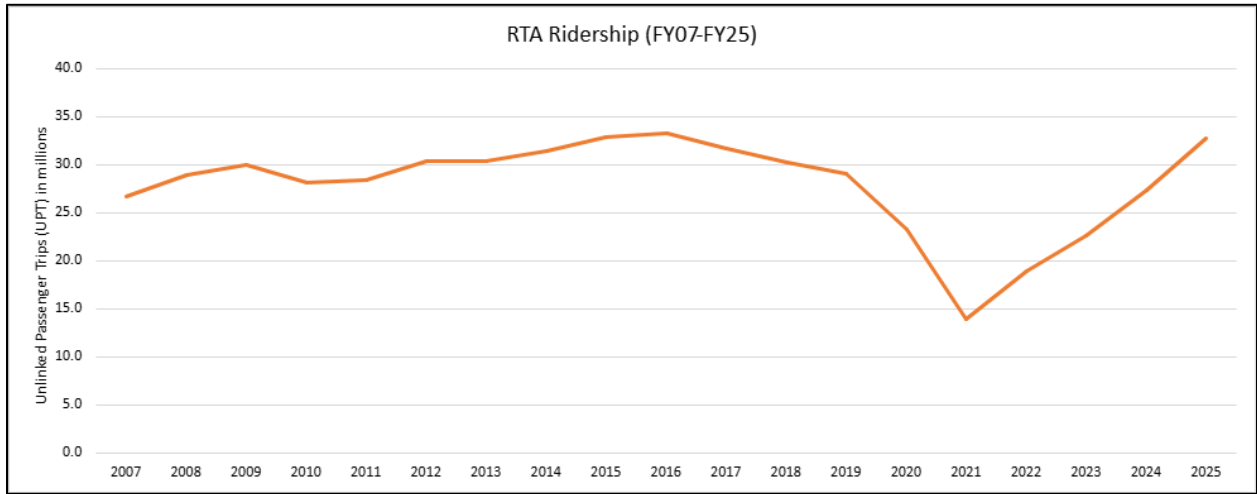


Figure 12: Total ridership (in millions) for all RTAs (FY2007–FY25).

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. **In FY24, RTAs received a greater proportion of their revenue from the state than from Federal sources, marking a shift in operating funding sources.** Capital funding sources remained stable, with a little more than half of capital funding coming from Federal sources.

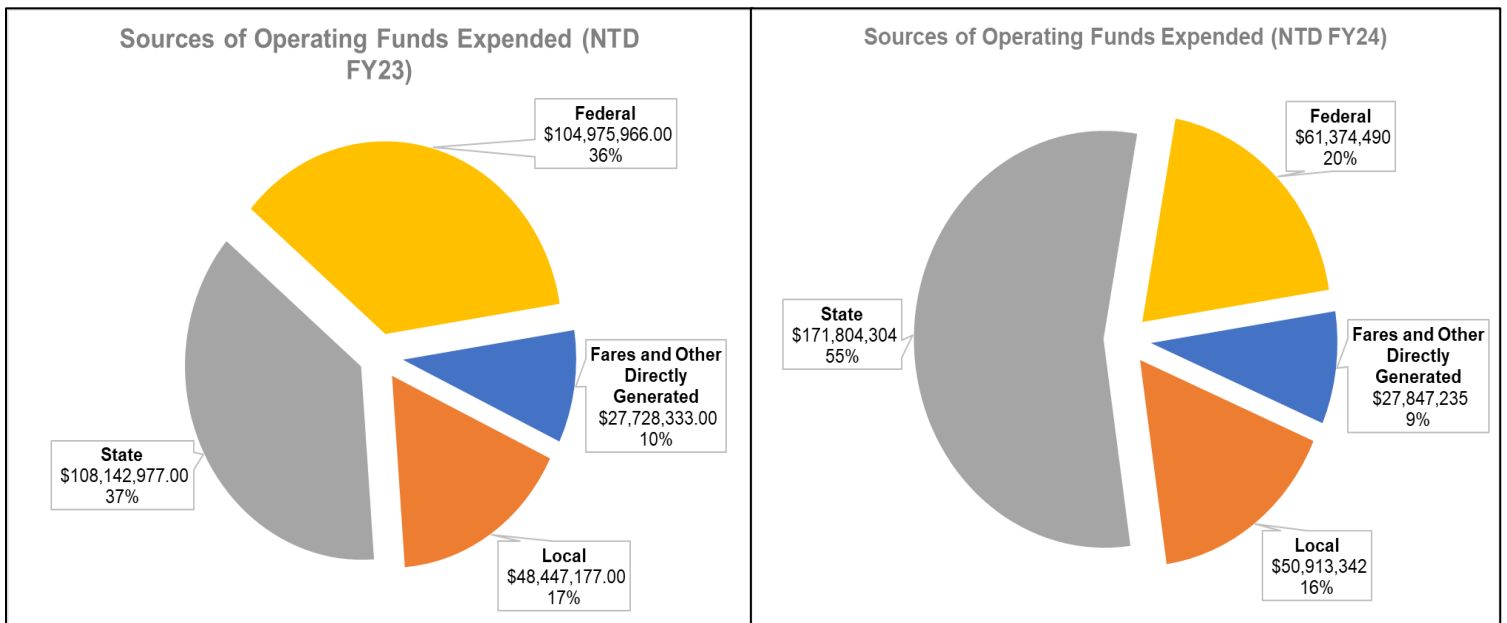


Figure 18 Sources of capital funds expended during FY24

²⁶ 2023 and 2024 Funding Sources, National Transit Database ()

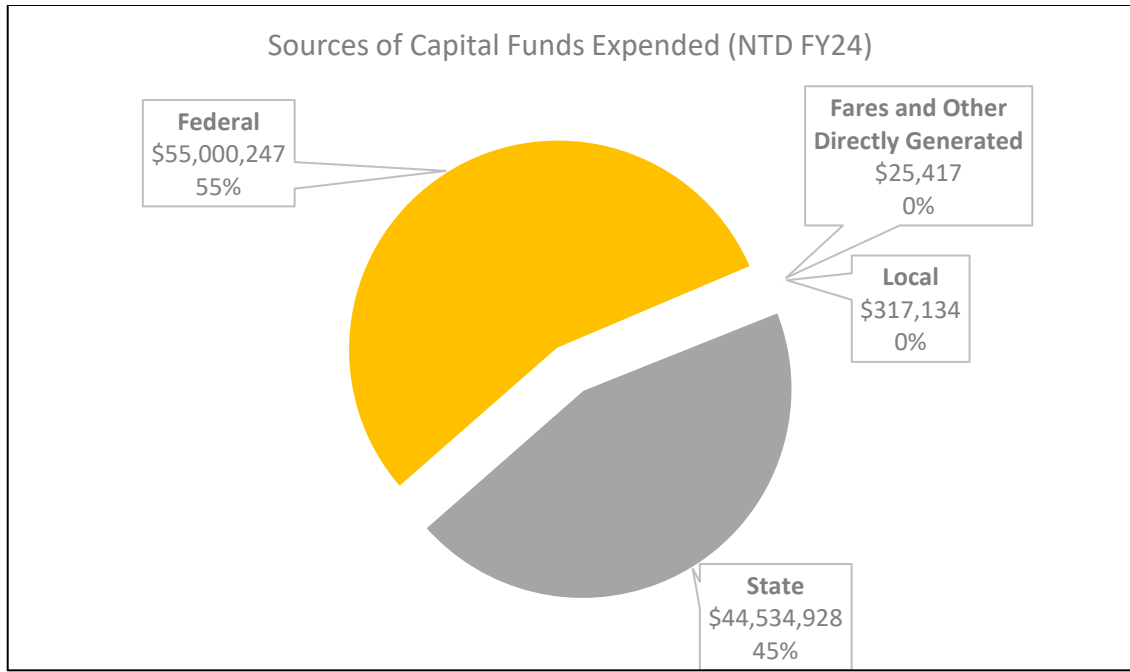


Figure 1914: Sources of capital funds expended during FY24.²⁷

²⁷ 2023 Funding Sources, National Transit Database ()

Report Background

The Massachusetts Department of Transportation (MassDOT) submits this report to the Massachusetts State Legislature pursuant to the Massachusetts Budget Act of 2025 Chapter 140, Outside Section 230. The report provides a review of performance data collected for the Fiscal Year 2025 term of the FY24-25 Bilateral Performance Management Memoranda of Understanding (MOUs) between the 15 Regional Transit Authorities (RTAs) and MassDOT.

The Commonwealth provides the RTAs with State Contract Assistance (SCA) each State Fiscal Year (FY) 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 Rail and Transit Division (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 to identify progress, best practices, and innovative solutions to challenges facing the RTAs. The program is particularly relevant as the RTAs continue managing post-pandemic ridership recovery and the transition to a fare free system.

Performance Analysis & Reporting Background

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 State Fiscal Year (FY) 2025 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, are trackable over time, and use data that is widely available to transit agencies and operators.²⁸

²⁹ Supplementary data collected includes annually reported metrics on external

²⁸ International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

²⁹ 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.

partnerships, fleet composition and system-specific metrics that highlight key initiatives or system-identified performance indicators (Table 2) and are 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 3. 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

Table 4. 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 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 provide a normalized representation of RTA performance.

The Asset Management and Safety data are aggregated based on each RTA's annual submittal to the 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.

Appendix B – Performance Management Program History and Operations

Based on the MOUs, MassDOT RTD designed a performance management program, which includes:

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

Memoranda of Understanding

This report provides performance results for FY25 which is governed by the terms of the FY24-2025 MOU. The bilateral MOUs are based 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 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 administered by the MassDOT Rail & Transit Division (RTD) each budget cycle. In addition to the distribution of SCA based on an agreed-to allocation formula, RTD oversees and collaborates with its RTA partners to maximize investment and provide the highest levels of transparency and impact. Through the bilateral MOU process and resulting performance management program, RTD and the RTAs can ensure that SCA is spent advancing the goals and targets established by each system.

The bilateral MOUs have encouraged data-driven decision making and agency transparency to the public, which is particularly relevant as the RTAs continue to grow public transit ridership and identify services that meet evolving rider preferences. The MOUs are valuable for identifying best practices and innovative solutions to challenges facing the RTAs.

The final agreement included standardized performance metric collection, the collection of transit safety data, financial planning documentation, and 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)³⁰,
 - 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)
<i>Customer Service & Satisfaction</i>	On-time performance (OTP)
	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>	FTA reportable major and non-major event data (events, injuries and fatalities) OR Preventable accidents per 100,000 miles

Table 5. 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.

³⁰ 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>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

Table 6. List of Annually Reported Performance Metrics.

The target setting process for the FY24-FY25 MOU consisted of annual targets in FY24 and FY25 for the financial and asset management categories, and a two-year target (FY25) with an interim milestone (FY24) for the ridership and customer service categories. Annually reported metrics consist of annual targets for FY24 and FY25.

Over the course of the two-year term, the RTAs provide quarterly reports to MassDOT RTD containing monthly data on progress in meeting the performance targets in their MOUs. Each quarterly report is required to be submitted 60 days following the close of the quarter to allow each RTA adequate time for data collection and review.

Performance Data Collection

Each RTA is provided with a reporting template to capture their system's performance metrics for each month of each quarter, as well as any individual performance metrics an RTA chose to include in their MOU.

Performance Data Analysis

Each quarter, the quarterly subtotal is calculated based on the raw monthly data provided. Calculating the quarterly subtotals throughout the fiscal year helps identify seasonal variations. 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.

<i>Progress Indicator</i>	<i>Metric Type</i>	<i>Metrics</i>	<i>Analytical Use</i>
% of milestone/target reached	Reported as cumulative at year end	Unlinked Passenger Trips (UPT)	Examines the level of

% variance from milestone/target			accumulation toward a 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 7. An overview of the percentage change calculations used to track RTA progress.

Performance Data Reporting

All analyses are included in this progress report, which covers the data collected for FY25, or year two, of the FY24–2025 bilaterally negotiated MOUs. The performance management analysis and reporting process is summarized in Figure 6.

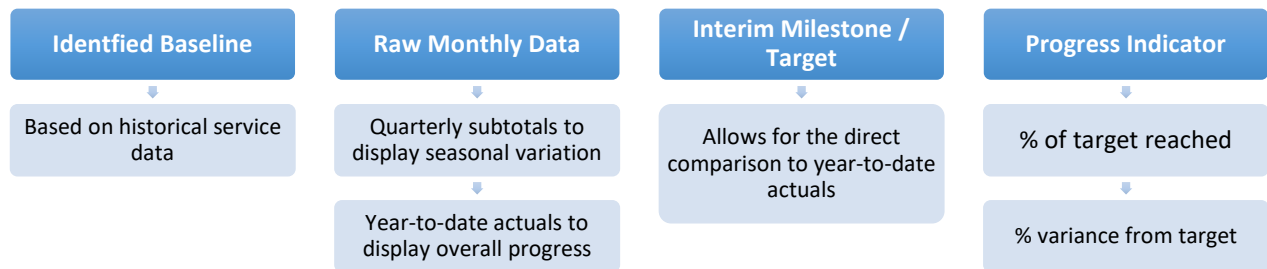


Figure 15. Performance target reporting and data analysis process.

For the Ridership and Customer Service & Satisfaction metric categories, the data displays the quarterly and the YTD actuals. For the Financial Performance metric category, the data displays only the YTD actual. Due to the accrual-based accounting method used by all transit agencies that report data to NTD, expenses and income are reported in the month 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.

This report also includes a simple analysis of the Asset Management and Safety metric categories, the data for which was collected in mid-November 2025, after the RTAs submitted 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.

Asset Management Data Collection & Reporting

FTA requires that every agency develop a 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).³¹ 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.³² 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.”³³

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

Table 8. FTA established performance target definitions by asset category.

Of the fifteen RTAs, twelve are Tier I public transit providers under the TAM Plan Rule, meaning that they are a direct recipient of federal funding and own or operate at least one hundred and one (101) vehicles in revenue service.³⁴ FRTA, NRTA and VTA are recognized as Tier II providers by the TAM Plan Rule, meaning that they are sub-recipients of funding through MassDOT. In FY24, fourteen RTAs completed individual TAM plans. FRTA opted to be included in MassDOT’s Group Plan along with the Mashpee Wampanoag Tribe, 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.

³¹ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

³² Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

³³ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

³⁴ Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/Tier-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 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 that the asset management data in this progress report is still under review with NTD. NTD undergoes an extensive post-submission validation process, resulting in many agencies receiving final approval on their submitted reports as late as April or May of the following year. Therefore, the 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.³⁵ 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.³⁶ For the RTAs, the PTASP rule applies to twelve out of the fifteen 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 thirty days after the date of the event and are aggregated based on a calendar year.³⁷

³⁵ Federal Transit Administration. "Public Transportation Agency Safety Plans." (<https://www.transit.dot.gov/PTASP>)

³⁶ Federal Transit Administration. "Public Transportation Agency Safety Plans." (<https://www.transit.dot.gov/PTASP>)

³⁷ 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 report 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.

Appendix C – 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

Federal Fiscal Year (FFY)

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 route³⁸

³⁸ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

LRTA = Lowell Regional Transit Authority

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

PTASP = Public Transportation Agency Safety Plans

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 Laws³⁹

State Fiscal Year (FY)

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 condition⁴⁰

³⁹ The 191st General Court of the Commonwealth of Massachusetts

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

⁴⁰ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

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 environment⁴¹

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 destination⁴²

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 services⁴³

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 services⁴⁴

VTA = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

⁴¹ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

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

⁴³ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

⁴⁴ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)



Appendix D – 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 FY25, 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 FY24-2025 MOUs. The charts include 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 report 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.

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	
Year Founded	1974
Service Hours	Mon-Fri: 5:30 AM – 11:12 PM Sat: 6:30 AM – 9:25 PM Sun: No Service

Ridership Information (FY25)	
Fixed Route	613,408 unlinked passenger trips
Demand Response	32,323 unlinked passenger trips

Municipalities Served (30)									
Adams	Cheshire	Egremont	Hancock	Lee	Mount Washington	Otis	Richmond	Washington	
Alford	Clarksburg	Florida	Hinsdale	Lenox	New Ashford	Peru	Savoy	West Stockbridge	
Becket	Dalton	Great Barrington	Lanesborough	Monterey	New Marlborough	Pittsfield	Sheffield	Williamstown	
					North Adams		Stockbridge	Windsor	

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	419,635	58,485	50,855	45,568	154,908	51,307	44,254	43,777	139,338	44,844	41,835	50,895	137,574	57,385	62,849	120.46%
UPT/VRM	0.47	0.75	0.63	0.64	0.67	0.72	0.63	0.59	0.64	0.61	0.60	0.67	0.63	0.74	0.79	24.38%
UPT/VRH	8.22	13.70	11.53	11.65	12.30	13.15	11.48	10.69	11.76	11.13	11.10	12.18	11.48	13.54	14.98	20.18%
FRR	7.10%	78,078	80,680	71,560	230,318	71,281	70,477	74,826	216,584	73,689	69,276	76,275	219,240	77,503	79,796	-4.97%
OPEX/VRM	\$7.64	4,268	4,410	3,912	12,590	3,902	3,856	4,094	11,852	4,030	3,770	4,180	11,980	4,238	4,196	-8.51%
OPEX/VRH	\$134.39	\$539,347	\$637,102	\$538,131	\$1,714,580	\$583,507	\$511,375	\$603,193	\$1,698,075	\$528,197	\$518,356	\$565,802	\$1,612,355	\$609,630	\$529,708	-10.90%
OPEX/UPT	\$16.35	\$214	\$63,168	\$58,361	\$121,742	\$58,454	\$44,815	\$24	\$103,293	\$2	\$0	\$0	\$2	\$0	\$10	-25.88%
OTP	80.84%	0.04%	9.91%	10.85%	7.10%	10.02%	8.76%	0.00%	6.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-0.43%
STO	99.85%	\$6.91	\$7.90	\$7.52	\$7.44	\$8.19	\$7.26	\$8.06	\$7.84	\$7.17	\$7.48	\$7.42	\$7.35	\$7.87	\$6.64	-1.23%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	15,465	2,592	2,405	2,352	2,708	2,418	2,597	2,741	2,559	3,099	3,086	2,890	2,876	32,323	22,950	140.84%
UPT/VRM	0.11	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.11	0.10	0.10	0.10	0.10	0.10	2.04%
UPT/VRH	1.01	1.35	1.20	1.39	1.39	1.36	1.32	1.33	1.33	1.52	1.46	1.43	1.39	1.37	1.23	11.63%
FRR	6.45%	0.86%	4.75%	5.56%	5.07%	5.86%	0.44%	0.36%	0.35%	0.36%	0.04%	0.04%	0.00%	1.99%	6.64%	-4.65%
OPEX/VRM	\$4.81	\$5.97	\$7.57	\$6.28	\$6.94	\$5.79	\$6.42	\$5.86	\$5.68	\$5.69	\$5.96	\$5.03	\$5.53	\$6.04	\$5.14	17.43%
OPEX/VRH	\$45.67	\$76.80	\$88.56	\$86.66	\$95.81	\$79.02	\$87.21	\$77.47	\$75.84	\$80.40	\$84.05	\$69.71	\$74.26	\$81.22	\$63.38	28.15%
OPEX/UPT	\$45.44	\$57.01	\$73.94	\$62.16	\$68.81	\$57.94	\$65.95	\$58.45	\$57.20	\$52.77	\$57.47	\$48.92	\$53.45	\$59.16	\$51.62	14.60%
OTP	94.59%	89.20%	88.10%	93.20%	87.90%	92.80%	88.40%	92.80%	82.40%	95.50%	89.10%	93.60%	91.30%	90.36%	94.70%	-4.34%
STO	97.58%	97.86%	97.80%	98.41%	97.66%	97.34%	97.38%	97.78%	97.26%	98.60%	98.09%	97.87%	98.36%	97.87%	97.60%	0.27%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	9.09%	10.00%	-0.91%
Cutaway (CU)	23.08%	37.04%	-13.96%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	81.80%	84.62%	-2.82%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	4	0	-100.00%
Demand Response	0.00	0.00	0.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	4.20	0.00	-100.00%
Demand Response	0.00	0.00	0.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	3.00	2.00	-33.33%
Demand Response	0.00	2.00	100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	3.20	0.00	-100.00%
Demand Response	0.00	0.00	0.00%

ANNUAL PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	32%	0%
CNG	0%	0%
Diesel	26%	0%
Gasoline	42%	100%

External Partnerships	12	14
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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 (FY25)	
Fixed Route	3,642,096 unlinked passenger trips
Demand Response	128,863 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	1,372,594	303,651	330,575	340,459	276,217	324,764	289,558	272,143	265,033	317,486	314,951	311,130	296,129	3,642,096	2,089,450	174.31%
UPT/VRM	1.21	2.45	2.60	2.74	2.04	2.63	2.32	2.19	2.23	2.46	2.54	2.54	2.48	2.43	1.51	61.07%
UPT/VRH	15.79	25.48	27.04	26.66	20.22	26.29	23.39	22.28	22.15	24.64	24.57	25.42	25.81	24.46	17.53	39.54%
FRR	13.39%	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%	14.46%	-14.46%
OPEX/VRM	\$10.11	\$9.51	\$9.96	\$10.29	\$9.91	\$10.55	\$10.76	\$11.79	\$10.38	\$9.62	\$11.08	\$17.09	\$12.21	\$11.07	\$10.44	6.04%
OPEX/VRH	\$131.40	\$98.93	\$103.63	\$100.20	\$98.40	\$105.36	\$108.49	\$119.99	\$103.17	\$96.50	\$107.15	\$170.92	\$126.85	\$111.34	\$109.85	1.36%
OPEX/UPT	\$8.32	\$3.88	\$3.83	\$3.76	\$4.87	\$4.01	\$4.64	\$5.38	\$4.66	\$3.92	\$4.36	\$6.72	\$4.92	\$4.55	\$6.66	-31.65%
OTP	99.75%	99.83%	99.85%	98.41%	99.20%	98.64%	99.09%	99.71%	99.75%	99.73%	99.72%	99.09%	99.32%	99.36%	98.75%	0.61%
STO	99.98%	99.99%	100.00%	99.98%	100.00%	100.00%	99.92%	100.00%	100.00%	99.99%	100.00%	99.98%	99.97%	99.99%	99.90%	0.09%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	101,025	10,181	9,831	9,959	11,461	9,656	10,074	10,398	9,489	11,627	11,977	12,355	11,855	128,863	88,051	146.35%
UPT/VRM	0.22	0.23	0.23	0.23	0.23	0.22	0.23	0.22	0.22	0.24	0.24	0.25	0.25	0.23	0.23	1.26%
UPT/VRH	1.98	2.08	2.17	2.18	2.16	2.01	1.96	1.82	1.81	1.87	1.84	1.95	2.09	1.99	2.32	-14.38%
FRR	23.76%	26.86%	27.43%	25.64%	25.88%	22.40%	24.75%	22.53%	21.93%	24.55%	23.34%	22.38%	18.19%	23.62%	24.62%	-1.00%
OPEX/VRM	\$7.65	\$8.22	\$7.93	\$7.97	\$7.66	\$8.59	\$8.31	\$8.36	\$8.90	\$7.79	\$8.12	\$8.29	\$10.03	\$8.34	\$7.36	13.37%
OPEX/VRH	\$68.98	\$73.03	\$74.91	\$74.20	\$70.90	\$77.06	\$71.87	\$69.64	\$73.73	\$61.29	\$62.88	\$65.85	\$84.17	\$71.17	\$76.03	-6.39%
OPEX/UPT	\$34.90	\$35.08	\$34.54	\$34.08	\$32.88	\$38.29	\$36.68	\$38.24	\$40.63	\$32.70	\$34.08	\$33.69	\$40.22	\$35.83	\$32.94	8.76%
OTP	90.09%	91.70%	92.50%	92.20%	90.20%	93.30%	93.70%	94.50%	94.30%	94.50%	93.88%	93.15%	93.15%	93.09%	90.00%	3.09%
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%	99.99%	100.00%	99.99%	0.01%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	12.06%	12.96%	-0.90%
Cutaway (CU)	25.00%	25.00%	0.00%
Van (VN)	39.62%	37.74%	1.88%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	33.33%	37.50%	-4.17%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	10	2	-80%
Demand Response	4	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	7.60	2.84	-62.67%
Demand Response	5.90	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	6.00	3.00	-50.00%
Demand Response	4.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	4.60	1.42	-69.16%
Demand Response	5.90	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	10%	0%
Hybrid	10%	0%
CNG	0%	0%
Diesel	80%	0%
Gasoline	0%	100%

External Partnerships	20	0
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Cape Ann Transportation Authority (CATA)

SUMMARY PROFILE

Headquarters:
3 Pond Road
Gloucester, MA 01930

Administrator:
Felicia Webb

Website:
www.cantran.com



Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:50 AM – 6:55 PM Sat: 7:45 AM – 6:12 PM Sun: Seasonal for Rockport, Gloucester, Ipswich, and Essex 10:00am - 6:53pm

Ridership Information (FY25)	
Fixed Route	153,710 unlinked passenger trips
Demand Response	56,953 unlinked passenger trips
Commuter Bus	475 unlinked passenger trips

Municipalities Served (6)					
Essex	Gloucester	Hamilton	Ipswich	Manchester-by-the-Sea *	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	181,151	10,957	10,499	12,658	12,363	7,309	12,268	13,743	11,989	15,001	14,298	16,501	16,124	153,710	190,320	80.76%
UPT/VRM	0.46	0.50	0.44	0.60	0.51	0.41	0.48	0.58	0.55	0.56	0.62	0.64	0.57	0.54	0.51	6.12%
UPT/VRH	6.14	6.76	6.62	9.19	8.00	6.62	7.57	9.50	9.01	8.65	10.39	9.43	9.19	8.43	6.46	30.42%
FRR	2.56%	3.22%	8.16%	6.45%	4.02%	2.42%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.31%	8.41%	-6.10%
OPEX/VRM	\$8.11	\$14.08	\$11.18	\$11.43	\$8.77	\$10.12	\$7.27	\$8.87	\$9.83	\$7.12	\$10.11	\$6.90	\$6.63	\$9.19	\$11.48	-19.91%
OPEX/VRH	\$109.28	\$192.02	\$166.72	\$176.22	\$138.47	\$162.07	\$114.57	\$145.28	\$162.26	\$109.00	\$169.68	\$102.33	\$106.54	\$143.13	\$117.00	22.33%
OPEX/UPT	\$17.78	\$28.39	\$25.19	\$19.18	\$17.32	\$24.48	\$15.13	\$15.29	\$18.00	\$12.61	\$16.33	\$10.85	\$11.59	\$16.99	\$27.30	-37.77%
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	36,402	5,138	5,364	4,715	5,022	4,253	4,399	4,590	4,313	4,766	4,767	4,898	4,728	56,953	38,245	148.92%
UPT/VRM	0.19	0.24	0.24	0.23	0.23	0.23	0.24	0.23	0.24	0.24	0.20	0.24	0.25	0.23	0.23	1.14%
UPT/VRH	2.66	3.38	3.61	3.49	3.40	4.04	3.44	3.45	3.72	3.62	2.94	3.49	3.54	3.49	2.90	20.29%
FRR	5.43%	7.15%	8.75%	7.88%	4.21%	4.42%	1.39%	3.77%	4.39%	2.61%	3.05%	2.47%	2.75%	4.07%	5.75%	-1.68%
OPEX/VRM	\$5.24	\$4.58	\$3.79	\$3.75	\$6.63	\$6.53	\$6.82	\$4.59	\$4.47	\$6.99	\$4.77	\$7.02	\$6.83	\$5.52	\$5.53	-0.15%
OPEX/VRH	\$74.75	\$64.82	\$57.03	\$57.95	\$98.41	\$115.83	\$98.44	\$68.71	\$68.79	\$105.17	\$71.43	\$102.73	\$95.90	\$82.81	\$79.43	4.25%
OPEX/UPT	\$28.14	\$19.16	\$15.80	\$16.59	\$28.92	\$28.65	\$28.58	\$19.94	\$18.49	\$29.04	\$24.26	\$29.45	\$27.10	\$23.74	\$29.63	-19.89%
OTP	100.00%	100.00%	100.00%	100.00%	95.00%	92.00%	94.00%	100.00%	92.00%	92.00%	92.00%	92.00%	100.00%	95.75%	100.00%	-4.25%
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%

Commuter Bus – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	0	47	37	32	50	70	29	30	39	36	32	38	35	475	0	
UPT/VRM	0.00	0.06	0.04	0.04	0.06	0.10	0.04	0.04	0.05	0.05	0.04	0.05	0.04	0.05	0.00	
UPT/VRH	0.00	1.68	1.32	1.28	1.85	2.92	1.12	1.03	1.63	1.38	1.14	1.46	1.35	1.50	0.00	
FRR	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%
OPEX/VRM	\$0.00	\$6.42	\$5.57	\$5.89	\$4.63	\$5.42	\$3.83	\$5.21	\$5.42	\$3.64	\$5.67	\$3.42	\$3.56	\$4.89	\$0.00	
OPEX/VRH	\$0.00	\$188.65	\$163.80	\$176.22	\$141.04	\$160.25	\$115.69	\$144.00	\$160.54	\$110.04	\$166.72	\$103.33	\$107.55	\$145.04	\$0.00	
OPEX/UPT	\$0.00	\$112.39	\$123.95	\$137.67	\$76.16	\$54.94	\$103.72	\$139.20	\$98.79	\$79.47	\$145.88	\$70.70	\$79.89	\$96.79	\$0.00	
OTP	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%	0.00%	100.00%
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%	0.00%	100.00%

* Manchester by the Sea became a municipality served by CATA in 2025

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY24 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	30.00%	36.00%	-6.00%
Cutaway (CU)	17.00%	29.00%	-12.00%

Equipment			
Asset Class	FY25 Target (%)	FY24 Performance (%)	Difference
Trucks/Other Rubber Tires	75.00%	75.00%	0.00%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	0.50	0.00	-100.00%
Demand Response	0.50	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	2.50	0.00	-100.00%
Demand Response	1.50	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.50	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response	Commuter Bus
Electric	0%	15%	0%
Hybrid	13%	0%	0%
CNG	0%	0%	0%
Diesel	87%	0%	100%
Gasoline	0%	185%	0%

External Partnerships	Fixed-Route	Demand-Response
	16	16

Cape Cod Regional Transit Authority (CCRTA)



SUMMARY PROFILE

Headquarters:

215 Iyannough Road, PO Box 1988
Hyannis, MA 02601

Administrator:

John Kennedy

Website:

www.capecodtransit.org

Agency Information	
Year Founded	1976
Service Hours	Fall, Winter, and Spring Service Mon-Sat: 5:45 AM – 10:25 PM Summer Service Sun-Sat: 4:30 AM – 2:40 AM Shoulder Season Summer Shuttle: 6:02 AM – 1:28 AM

Ridership Information (FY25)	
Fixed Route	593,968 unlinked passenger trips
Demand Response	217,867 unlinked passenger trips
Demand Taxi	2,729 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	449,598	87,229	88,067	56,027	50,154	41,630	37,973	34,930	27,904	34,528	35,606	44,966	54,954	593,968	488,403	121.61%
UPT/VRM	0.27	0.40	0.41	0.36	0.33	0.30	0.27	0.24	0.22	0.24	0.25	0.28	0.32	0.31	0.28	11.16%
UPT/VRH	5.09	7.16	7.03	6.58	6.14	5.40	4.87	4.26	3.82	4.29	4.33	4.66	4.94	5.43	5.32	1.97%
FRR	5.91%	5.40%	5.77%	2.85%	1.46%	1.10%	0.77%	1.12%	1.29%	1.59%	1.55%	1.93%	2.09%	2.35%	4.85%	-2.50%
OPEX/VRM	\$4.44	\$6.24	\$5.39	\$5.77	\$7.00	\$6.71	\$8.68	\$7.40	\$7.24	\$7.05	\$6.77	\$5.93	\$5.66	\$6.56	\$5.32	23.31%
OPEX/VRH	\$84.45	\$111.09	\$93.32	\$104.36	\$130.36	\$121.86	\$158.59	\$132.16	\$128.41	\$124.03	\$116.66	\$97.43	\$88.29	\$114.70	\$101.45	13.06%
OPEX/UPT	\$16.60	\$15.51	\$13.27	\$15.86	\$21.22	\$22.58	\$32.54	\$31.02	\$33.66	\$28.89	\$26.92	\$20.92	\$17.86	\$21.13	\$19.06	10.86%
OTP	89.69%	85.20%	87.40%	91.60%	90.80%	91.00%	91.10%	93.40%	96.20%	91.10%	91.10%	90.80%	88.80%	90.71%	90.20%	0.51%
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	154,109	16,661	17,446	18,341	20,101	17,108	16,498	17,644	16,935	19,280	19,937	20,047	17,869	217,867	167,956	129.72%
UPT/VRM	0.14	0.15	0.13	0.15	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.15	4.24%
UPT/VRH	1.75	2.11	2.21	2.21	2.05	2.13	1.72	2.09	1.96	2.23	2.29	2.21	2.28	2.12	1.89	12.00%
FRR	5.78%	9.29%	9.07%	9.01%	5.83%	6.44%	4.55%	7.26%	6.97%	6.66%	6.07%	7.03%	7.08%	6.94%	7.44%	-0.51%
OPEX/VRM	\$6.02	\$4.77	\$3.34	\$5.01	\$6.11	\$5.04	\$7.40	\$4.82	\$5.42	\$5.43	\$6.69	\$5.61	\$6.02	\$5.44	\$6.38	-14.80%
OPEX/VRH	\$75.55	\$68.11	\$57.61	\$71.85	\$78.17	\$68.13	\$79.07	\$62.81	\$66.10	\$75.71	\$93.36	\$75.89	\$83.11	\$73.59	\$78.21	-5.90%
OPEX/UPT	\$43.23	\$32.32	\$26.01	\$32.47	\$38.09	\$32.02	\$46.09	\$30.09	\$33.80	\$33.92	\$40.84	\$34.37	\$36.50	\$34.77	\$41.46	-16.15%
OTP	93.34%	90.68%	91.27%	93.08%	93.00%	92.10%	96.42%	96.91%	97.40%	96.91%	96.42%	92.10%	92.10%	94.03%	93.90%	0.13%
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	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	28.57%	28.57%	0.00%
Cutaway (CU)	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	12.50%	-12.50%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	0.00%	0.00%	0.00%
Trucks/Other Rubber Tires	0.00%	0.00%	0.00%
Steel Wheel Vehicles	0.00%	0.00%	0.00%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	8	0	-100.00%
Demand Response	4	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	0.60	0.00	-100.00%
Demand Response	0.10	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	16.00	1.00	-93.75%
Demand Response	8.00	2.00	-75.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 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	Demand Taxi
Electric	0%	15%	0%
Hybrid	0%	0%	0%
CNG	0%	0%	0%
Diesel	59%	0%	0%
Gasoline	41%	85%	100%

	Fixed Route	Demand Response	Demand Taxi	Commuter Bus
External Partnerships	22	4	2	1

Franklin Regional Transit Authority (FRTA)



SUMMARY PROFILE

Headquarters:
12 Olive Street
Greenfield, MA 01301

Administrator:
Tina Cote

Website:
www.frta.org

Agency Information	
Year Founded	1978
Service Hours	Mon – Fri: 5:00 AM – 7:30 PM Sat – Sun: 9:30 AM – 5:25 PM

Ridership Information (FY25)	
Fixed Route	158,124 unlinked passenger trips
Demand Response	33,642 unlinked passenger trips

Municipalities Served (42)									
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whatley	
Bernardston	Chesterfield	Erving	Hatfield	Middlefield	Orange	Russel	Tolland	Worthington	
Blandford	Colrain	Gill	Hawley	Montague	Petersham	Shelburne	Warwick	*Also	
Buckland	Conway	Goshen	Heath	Montgomery	Phillipston*	Shutesbury	Wendell	served by	
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton	Westhampton	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	56,774	11,639	12,363	20,275	14,216	12,868	11,272	11,373	11,483	13,476	13,404	13,292	12,463	158,124	108,150	146.21%
UPT/VRM	0.18	0.30	0.33	0.51	0.36	0.33	0.27	0.27	0.29	0.32	0.31	0.32	0.31	0.32	0.26	23.45%
UPT/VRH	4.06	7.97	8.30	14.24	9.24	9.37	7.40	7.27	8.27	8.74	8.59	8.77	8.26	8.84	6.67	32.59%
FRR	0.03%	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%
OPEX/VRM	\$5.01	\$9.59	\$7.22	\$6.03	\$7.09	\$7.09	\$6.80	\$6.49	\$6.85	\$4.77	\$4.89	\$5.54	\$4.62	\$6.38	\$4.97	28.56%
OPEX/VRH	\$112.73	\$257.90	\$184.16	\$169.76	\$184.16	\$201.98	\$189.19	\$175.85	\$194.50	\$132.27	\$137.47	\$149.95	\$121.63	\$174.19	\$122.70	41.96%
OPEX/UPT	\$27.75	\$32.35	\$22.20	\$11.92	\$19.92	\$21.57	\$25.56	\$24.18	\$23.51	\$15.12	\$16.00	\$17.09	\$14.73	\$19.70	\$19.30	2.09%
OTP	0.00%	97.84%	97.11%	97.10%	97.10%	97.50%	96.89%	97.33%	97.00%	96.50%	95.50%	95.25%	96.30%	96.79%	90.00%	6.79%
STO	80.20%	87.34%	87.27%	86.25%	88.57%	91.01%	94.43%	94.32%	92.36%	94.26%	94.06%	93.90%	93.31%	91.42%	95.00%	-3.58%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	24,356	2,811	3,062	3,152	3,455	3,441	3,484	2,985	2,813	2,809	2,670	2,630	2,196	35,508	36,500	97.28%
UPT/VRM	24,356	2,295	2,451	2,528	2,944	2,696	2,856	2,975	2,768	3,303	3,245	2,978	2,603	33,642	38,325	87.78%
UPT/VRH	0.12	0.11	0.11	0.10	0.11	0.11	0.12	0.13	0.14	0.13	0.12	0.11	0.12	0.12	0.18	-34.92%
FRR	1.59	1.54	1.65	1.70	1.66	1.74	1.79	1.85	1.84	1.87	1.83	1.66	1.66	1.73	2.63	-33.91%
OPEX/VRM	4.08%	3.76%	3.80%	4.88%	5.77%	6.11%	4.59%	4.15%	3.79%	3.92%	2.08%	3.18%	2.84%	3.98%	4.46%	-0.48%
OPEX/VRH	\$6.35	\$10.10	\$8.48	\$7.02	\$5.74	\$4.28	\$5.72	\$6.27	\$6.60	\$6.41	\$6.53	\$6.86	\$7.17	\$6.72	\$6.29	6.82%
OPEX/UPT	\$87.51	\$147.87	\$131.77	\$117.67	\$90.64	\$65.26	\$87.57	\$91.66	\$89.08	\$92.73	\$97.48	\$100.77	\$98.39	\$100.32	\$95.10	5.49%
OTP	\$54.88	\$95.81	\$79.94	\$69.26	\$54.59	\$37.52	\$48.82	\$49.57	\$48.47	\$49.55	\$53.38	\$60.67	\$59.19	\$57.83	\$38.03	52.06%
STO	88.67%	93.74%	91.53%	90.83%	90.72%	92.66%	92.25%	94.35%	92.22%	88.53%	92.72%	93.29%	92.80%	92.14%	90.00%	2.14%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference	Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference	Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%	Automobiles	0.00%	0.00%	0.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	14.00%	42.8%	-28.8%	Trucks/Other Rubber	25.00%	20.00%	5.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	68.00%	38%	30%	Tires							

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. FRTA's demand taxi service ended in January 2024 due to grant expiration.

SAFETY PERFORMANCE METRICS

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	1.91	2.59	1.45	78.62%
Demand Response	0.44	0	1.2	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	11%
Hybrid	0%	0%
CNG	0%	0%
Diesel	60%	0%
Gasoline	40%	89%

	Fixed Route	Demand Response
External Partnerships	0	6

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	
Year Founded	1976
Service Hours	Mon-Fri: 5:00 AM – 7:31 PM Sat: 7:25 AM-6:44 PM Sunday service (Oct 15-Feb 4) 8:00 AM-6:19 PM Sunday service (Feb 5-Mar 31) 7:25 AM-6:24 PM

Ridership Information (FY25)	
Fixed Route	528,056 unlinked passenger trips
Demand Response	288,995 unlinked passenger trips

Municipalities Served (30)							
Attleboro	Dighton	Hanover	Marshfield	North Attleboro	Plymouth	Scituate	
Bellingham	Duxbury	Halifax	Medway	Norton	Plympton	Seekonk	
Berkley	Foxborough	Kingston	Middleborough	Pembroke	Raynham	Taunton	
Carver	Franklin	Lakeville	Norfolk	Plainville	Rehoboth	Wareham	
		Mansfield				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	383,375	37,750	40,804	45,640	50,057	43,511	44,903	39,661	43,867	47,197	41,995	48,209	44,462	528,056	644,619	81.92%
UPT/VRM	0.34	0.33	0.35	0.43	0.51	0.47	0.45	0.35	0.41	0.49	0.36	0.42	0.39	0.41	0.58	-29.42%
UPT/VRH	6.29	6.67	7.13	8.77	7.87	6.91	6.65	5.65	6.69	8.10	5.83	6.84	6.45	6.90	10.61	-34.97%
FRR	5.90%	4.94%	3.78%	5.15%	7.34%	6.61%	2.43%	4.36%	4.59%	6.17%	5.76%	5.36%	5.06%	5.09%	6.20%	-1.11%
OPEX/VRM	\$5.97	\$6.08	\$6.61	\$7.32	\$7.77	\$6.93	\$8.20	\$7.39	\$6.55	\$7.95	\$5.98	\$6.78	\$6.21	\$6.94	\$7.08	-1.97%
OPEX/VRH	\$110.75	\$123.59	\$134.16	\$148.37	\$120.97	\$101.95	\$120.12	\$119.72	\$106.88	\$131.19	\$98.10	\$109.87	\$102.18	\$116.96	\$128.76	-9.16%
OPEX/UPT	\$17.42	\$18.54	\$18.81	\$16.91	\$15.36	\$14.76	\$18.06	\$21.18	\$15.98	\$16.21	\$16.82	\$16.06	\$15.84	\$16.95	\$12.14	39.65%
OTP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	84.00%	83.00%	80.00%	80.00%	27.25%	90.00%	-62.75%
STO	98.63%	100.00%	100.00%	100.00%	99.97%	99.99%	100.00%	100.00%	99.98%	99.94%	99.94%	99.98%	99.91%	99.98%	100.00%	-0.02%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	214,179	23,778	24,224	22,680	24,834	23,182	23,643	24,951	22,601	24,558	23,836	26,489	24,219	288,995	367,312	78.68%
UPT/VRM	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.14	0.13	0.12	0.14	0.13	0.14	0.20	-31.86%
UPT/VRH	1.78	1.71	1.72	1.67	1.74	1.75	1.70	2.04	2.04	1.99	1.95	2.16	2.03	1.86	2.76	-32.43%
FRR	4.13%	4.06%	3.82%	5.20%	4.95%	4.46%	3.73%	4.27%	4.45%	5.13%	4.74%	4.40%	5.61%	4.55%	4.35%	0.20%
OPEX/VRM	\$5.93	\$5.64	\$6.15	\$5.54	\$5.55	\$4.43	\$6.00	\$5.72	\$5.51	\$5.03	\$4.93	\$5.18	\$5.19	\$5.40	\$5.44	-0.70%

Demand Response – Performance Metrics																
OPEX/VRH	\$75.17	\$68.60	\$74.83	\$68.49	\$70.35	\$53.95	\$74.44	\$84.96	\$82.71	\$76.92	\$77.20	\$80.11	\$78.73	\$73.92	\$74.95	-1.38%
OPEX/UPT	\$41.32	\$40.01	\$43.54	\$40.91	\$40.44	\$30.86	\$43.67	\$41.72	\$40.56	\$38.64	\$39.59	\$37.04	\$38.71	\$39.64	\$27.11	46.21%
OTP	97.58%	95.55%	94.36%	94.10%	96.14%	95.93%	96.30%	97.39%	97.55%	97.01%	96.28%	94.68%	95.31%	95.88%	90.00%	5.88%
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 FY23. Data collection will resume in FY24.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	8.33%	36.11%	-27.78%
Cutaway (CU)	3.23%	4.81%	-1.58%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	0.00%	20.00%	-20.00%
Trucks/Other Rubber Tires	42.86%	14.29%	28.57%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	3	0	-100%
Demand Response	2	4	100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	2.60	0.00	-100.00%
Demand Response	1.10	2.02	83.91%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	3.00	1.00	-66.67%
Demand Response	2.00	3.00	50.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	2.60	0.75	-71.24%
Demand Response	1.10	1.01	-8.04%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	28%	4%
Hybrid	5%	0%
CNG	0%	0%
Diesel	60%	0%
Gasoline	7%	96%

Fleet Composition	Fixed Route	Demand Response
External Partnerships	3	4

Lowell Regional Transit Authority (LRTA)



SUMMARY PROFILE

Headquarters:
115 Thorndike Street
Lowell, MA 01852

Administrator:
Dave Bradley

Website:
www.lrta.com

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 5:45 AM – 7:25 PM Sat: 7:00 AM – 7:00 PM Sun: No Service

Ridership Information (FY25)	
Fixed Route	1,052,934 unlinked passenger trips
Demand Response	77,619 unlinked passenger trips

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

**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	703,350	64,951	64,897	79,358	92,312	84,816	84,471	93,590	85,476	102,119	104,784	106,928	89,232	1,052,934	724,610	145.31%
UPT/VRM	0.63	0.65	0.65	0.84	0.90	0.92	0.86	0.89	0.93	1.01	1.02	1.02	0.93	0.89	0.69	28.27%
UPT/VRH	9.31	9.63	9.78	12.55	13.60	13.81	12.89	13.25	13.72	15.40	15.36	1.47	14.28	7.26	10.10	-28.17%
FRR	8.91%	4.56%	5.29%	8.61%	7.98%	7.66%	1.58%	1.81%	0.13%	0.47%	0.00%	0.00%	0.00%	3.33%	9.10%	-5.77%
OPEX/VRM	\$7.57	\$9.88	\$9.30	\$9.72	\$9.98	\$9.25	\$8.93	\$10.51	\$8.65	\$8.25	\$8.81	\$7.55	\$8.03	\$9.08	\$9.41	-3.56%
OPEX/VRH	\$110.98	\$146.76	\$139.35	\$145.19	\$150.74	\$139.42	\$133.27	\$157.21	\$128.07	\$125.96	\$132.92	\$10.82	\$123.25	\$74.39	\$143.50	-48.16%
OPEX/UPT	\$11.92	\$15.25	\$14.25	\$11.57	\$11.08	\$10.09	\$10.34	\$11.86	\$9.34	\$8.18	\$8.65	\$7.38	\$8.63	\$10.25	\$12.37	-17.11%
OTP	87.64%	97.50%	95.10%	96.00%	97.00%	93.50%	94.90%	95.50%	94.50%	95.30%	94.00%	94.50%	92.20%	95.00%	87.64%	7.36%
STO	99.85%	99.64%	99.85%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	99.85%	0.10%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	72,507	6,189	5,915	6,140	7,339	5,807	5,823	6,435	6,445	7,054	6,996	6,537	6,939	77,619	74,700	103.91%
UPT/VRM	0.17	0.20	0.19	0.19	0.20	0.18	0.16	0.17	0.17	0.19	0.17	0.18	0.19	0.18	0.19	-4.84%
UPT/VRH	2.21	2.45	2.60	2.52	2.74	2.55	2.33	2.52	2.47	2.53	2.15	2.18	2.62	2.46	2.28	7.90%
FRR	3.55%	0.63%	1.87%	3.92%	3.06%	2.17%	1.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.12%	3.57%	-2.45%
OPEX/VRM	\$5.03	\$5.75	\$7.18	\$6.30	\$6.46	\$5.89	\$7.45	\$5.09	\$4.99	\$6.15	\$4.92	\$4.82	\$4.61	\$5.76	\$5.88	-1.96%
OPEX/VRH	\$66.98	\$71.70	\$96.87	\$84.53	\$89.46	\$85.60	\$108.14	\$75.00	\$71.98	\$83.41	\$64.11	\$58.50	\$62.76	\$78.45	\$76.76	2.20%
OPEX/UPT	\$30.37	\$29.32	\$37.26	\$33.59	\$32.63	\$33.61	\$46.45	\$29.72	\$29.10	\$33.01	\$29.77	\$26.86	\$23.95	\$31.89	\$35.61	-10.46%
OTP	95.39%	95.27%	94.79%	94.26%	95.01%	95.33%	95.05%	96.36%	96.36%	95.40%	95.90%	96.70%	97.29%	95.64%	95.39%	0.26%
STO	99.98%	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%	99.98%	0.02%

Notes: Operating expenses do not include maintenance costs.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	0.00%	13.64%	-13.64%
Cutaway (CU)	39.58%	47.92%	-8.34%
Minivan (MV)	50.00%	33.33%	16.67%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	50.00%	33.33%	16.67%
Trucks/Other Rubber Tires	22.22%	12.50%	9.72%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	3	0	-100.00%
Demand Response	1	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.50	0.00	-100.00%
Demand Response	3.00	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	2.00	1.00	-50.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.50	0.00	-100.00%
Demand Response	3.00	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	10	12
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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	
Year Founded	1980
Service Hours	Summer 5:15 AM-1:30 AM Fall Sun-Thurs 5:15 AM-1:00 AM Fall Fri-Sat 5:15 AM-1:30 AM Winter and Spring 5:15 AM-11:32 PM

Ridership Information (FY25)	
Fixed Route	1,127,708 unlinked passenger trips
Demand Response	10,279 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	772,214	200,568	204,221	118,519	69,459	40,324	34,938	35,310	30,395	40,539	55,488	100,329	197,618	1,127,708	815,000	138.37%
UPT/VRM	0.79	1.28	1.41	1.14	0.94	0.58	0.50	0.53	0.49	0.58	0.50	0.85	1.49	0.96	0.85	12.47%
UPT/VRH	12.62	20.02	25.27	16.95	16.57	10.55	8.65	8.97	8.58	9.30	9.44	14.83	21.42	15.92	12.00	32.64%
FRR	29.71%	39.59%	44.54%	25.17%	12.54%	4.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	12.87%	29.15%	-16.28%
OPEX/VRM	\$5.48	\$5.57	\$5.37	\$6.13	\$8.05	\$6.51	\$8.78	\$7.14	\$6.23	\$7.15	\$6.53	\$6.17	\$4.45	\$6.24	\$6.05	3.09%
OPEX/VRH	\$87.98	\$86.85	\$96.29	\$91.53	\$141.45	\$118.35	\$151.46	\$121.47	\$110.06	\$114.57	\$123.68	\$107.76	\$63.85	\$103.85	\$97.10	6.95%
OPEX/UPT	\$6.97	\$4.34	\$3.81	\$5.40	\$8.53	\$11.21	\$17.51	\$13.55	\$12.83	\$12.32	\$13.10	\$7.27	\$2.98	\$6.52	\$10.80	-39.59%
OTP	96.50%	93.00%	93.00%	94.00%	98.00%	98.00%	98.50%	99.00%	99.00%	97.00%	85.00%	90.00%	91.00%	94.63%	88.00%	6.63%
STO	86.78%	88.00%	88.00%	96.00%	97.00%	98.00%	98.90%	99.30%	99.50%	99.00%	82.00%	95.00%	94.00%	94.56%	87.50%	7.06%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	7,976	914	795	760	948	827	900	924	840	881	824	880	786	10,279	8,100	126.90%
UPT/VRM	0.12	0.15	0.14	0.15	0.16	0.15	0.17	0.18	0.18	0.15	0.14	0.15	0.13	0.15	0.16	-5.12%
UPT/VRH	1.66	1.90	1.83	1.82	2.09	2.06	2.15	2.43	2.36	2.15	1.96	2.13	2.03	2.07	1.80	14.79%
FRR	20.94%	1.79%	1.52%	3.80%	2.25%	1.81%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.95%	7.25%	-6.30%
OPEX/VRM	\$8.38	\$13.63	\$8.58	\$12.79	\$7.30	\$9.63	\$10.07	\$10.11	\$10.38	\$8.24	\$9.76	\$10.93	\$13.94	\$10.46	\$8.50	23.10%
OPEX/VRH	\$120.02	\$177.38	\$111.77	\$159.11	\$95.74	\$130.94	\$130.21	\$136.24	\$134.69	\$118.14	\$141.43	\$158.14	\$218.27	\$142.41	\$126.00	13.02%
OPEX/UPT	\$72.24	\$93.35	\$61.02	\$87.51	\$45.85	\$63.49	\$60.62	\$56.18	\$57.08	\$54.98	\$72.26	\$74.22	\$107.47	\$68.93	\$76.00	-9.31%
OTP	91.48%	79.00%	82.00%	82.00%	81.70%	83.10%	85.00%	85.00%	85.10%	86.20%	85.00%	83.90%	79.30%	83.11%	91.00%	-7.89%
STO	98.00%	85.00%	78.00%	81.00%	85.00%	80.20%	74.80%	75.80%	78.10%	83.30%	82.70%	81.90%	81.10%	80.58%	95.50%	-14.93%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	17.00%	6.52%	10.48%
Cutaway (CU)	100.00%	100.00%	0.00%
Minivan (MV)	0.00%	100.00%	-100.00%
Van (VN)	100.00%	33.33%	66.67%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	0.00%	71.43%	-71.43%

Facilities			
Asset Class	FY25 Target (%)	FY25 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	0.53	3.25	-83.69%
Demand Response	0	0.76	1	-24.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	76%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	13%	0%
Gasoline	11%	100%

External Partnerships	32	3
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Merrimack Valley Regional Transit Authority (MEVA)



SUMMARY PROFILE

Headquarters:
85 Railroad Avenue
Haverhill, MA 01835

Administrator:
Noah Berger

Website:
www.mvrta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:00 AM – 9:45 PM Sat: 7:00 AM – 7:00 PM Sun: 9:00 AM – 5:45 PM

Ridership Information (FY25)	
Fixed Route	2,866,054 unlinked passenger trips
Demand Response	118,287 unlinked passenger trips

Municipalities Served (16)							
Amesbury	Boxford	Groveland	Lawrence	Methuen	Newburyport	North Reading	Salisbury
Andover	Georgetown	Haverhill	Merrimac	Newbury	North Andover	Rowley	West Newbury

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,198,037	276,128	293,505	250,266	270,476	223,116	206,283	195,165	183,915	233,277	242,820	245,497	245,606	2,866,054	2,154,138	133.05%
UPT/VRM	0.84	1.86	1.93	1.76	1.73	1.59	1.39	1.30	1.34	1.54	1.63	1.63	1.69	1.62	1.52	6.19%
UPT/VRH	9.28	20.61	21.40	21.25	20.86	19.17	16.76	15.66	16.11	18.57	19.63	19.69	20.41	19.22	16.95	13.37%
FRR	3.38%	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%
OPEX/VRM	\$10.12	\$10.90	\$12.26	\$11.20	\$12.40	\$11.19	\$10.94	\$13.47	\$12.03	\$11.13	\$11.30	\$13.38	\$12.92	\$11.93	\$16.31	-26.84%
OPEX/VRH	\$112.06	\$120.99	\$136.22	\$135.25	\$149.47	\$134.64	\$132.04	\$162.23	\$144.92	\$134.20	\$136.02	\$161.15	\$155.74	\$141.77	\$73.13	93.86%
OPEX/UPT	\$12.08	\$5.87	\$6.37	\$6.36	\$7.17	\$7.02	\$7.88	\$10.36	\$8.99	\$7.23	\$6.93	\$8.18	\$7.63	\$7.38	\$41.99	-82.43%
OTP	78.75%	78.50%	75.70%	63.50%	66.70%	66.30%	69.60%	74.90%	75.50%	76.10%	75.20%	72.70%	72.60%	72.28%	80.00%	-7.73%
STO	99.46%	99.99%	99.90%	99.77%	99.88%	99.96%	99.78%	99.91%	99.92%	99.92%	99.91%	99.88%	99.80%	99.89%	96.00%	3.89%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	62,767	8,662	9,084	9,318	11,162	9,723	9,139	9,976	9,157	10,722	10,950	10,525	9,869	118,287	99,795	118.53%
UPT/VRM	0.10	0.10	0.10	0.10	0.11	0.11	0.11	0.11	0.11	0.11	0.11	0.11	0.11	0.11	0.11	-4.24%
UPT/VRH	1.65	1.66	1.72	1.79	1.87	1.88	1.79	1.79	1.73	1.84	1.79	1.83	1.80	1.79	1.91	-6.13%
FRR	3.76%	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%
OPEX/VRM	\$3.40	\$3.82	\$3.85	\$3.68	\$4.43	\$4.11	\$4.05	\$4.73	\$4.38	\$4.17	\$4.15	\$4.93	\$4.18	\$4.21	\$4.14	1.78%
OPEX/VRH	\$58.28	\$61.53	\$65.26	\$63.21	\$76.60	\$70.07	\$67.64	\$78.28	\$71.88	\$69.30	\$67.64	\$79.48	\$68.90	\$70.14	\$70.32	-0.26%
OPEX/UPT	\$35.40	\$37.07	\$37.88	\$35.32	\$40.95	\$37.29	\$37.78	\$43.66	\$41.49	\$37.70	\$37.74	\$43.48	\$38.26	\$39.12	\$38.17	2.49%
OTP	97.50%	96.00%	95.00%	96.00%	95.10%	94.90%	92.83%	96.60%	94.80%	94.12%	94.80%	94.20%	94.10%	94.87%	95.00%	-0.13%
STO	95.18%	92.44%	93.16%	93.95%	93.21%	92.56%	91.26%	91.44%	90.25%	91.51%	91.84%	91.60%	91.58%	92.07%	96.50%	-4.43%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	10.00%	-10.00%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 Actual	% Variance
Fixed Route	0.00	0	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	4	1	-75%
Demand Response	3	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route		0.80	
Demand Response	0.00	0.00	0.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	4.00	0.00	-100.00%
Demand Response	3.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route		1.310.80	
Demand Response		0.00	

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	20%	0%
CNG	0%	0%
Diesel	80%	0%
Gasoline	0%	100%

External Partnerships	126	126
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MetroWest Regional Transit Authority (MWRTA)



SUMMARY PROFILE

Headquarters:
15 Blandin Avenue
Framingham, MA

Administrator:
James Nee

Website:
www.mwrta.com

Agency Information	
Year Founded	2006
Service Hours	Mon-Fri: 5:30 AM – 8:50 PM Sat-Sun: 8:00 AM – 5:45 PM (Fixed Route) Sat-Sun: 8:00 AM – 6:00 PM (Catch Connect only)

Ridership Information (FY25)	
Fixed Route	522,279 unlinked passenger trips
Demand Response	193,775 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	209,304	33,157	38,288	45,781	54,383	43,271	37,304	35,761	39,631	46,668	55,926	49,087	43,022	522,279	382,103	136.69%
UPT/VRM	0.21	0.29	0.38	0.37	0.44	0.40	0.34	0.32	0.36	0.37	0.48	0.42	0.33	0.38	0.38	-1.88%
UPT/VRH	2.96	4.10	4.69	5.46	5.97	5.58	4.71	4.39	4.84	5.31	6.34	5.78	4.62	5.16	5.46	-5.42%
FRR	0.00%	0.84%	0.83%	0.15%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.16%	6.00%	-5.84%
OPEX/VRM	\$5.52	\$6.96	\$7.75	\$5.83	\$6.23	\$6.15	\$6.31	\$6.62	\$6.55	\$5.72	\$6.65	\$6.54	\$6.78	\$6.48	\$6.84	-5.17%
OPEX/VRH	\$77.49	\$96.88	\$95.58	\$85.64	\$84.78	\$85.31	\$88.24	\$90.70	\$87.72	\$83.00	\$87.03	\$89.61	\$93.85	\$89.00	\$97.37	-8.60%
OPEX/UPT	\$26.17	\$23.62	\$20.37	\$15.70	\$14.19	\$15.29	\$18.75	\$20.66	\$18.11	\$15.62	\$13.74	\$15.50	\$20.33	\$17.24	\$17.84	-3.36%
OTP	0.00%	99.00%	99.00%	98.00%	99.00%	99.00%	99.00%	99.00%	97.00%	98.00%	98.00%	98.00%	97.00%	98.33%	97.00%	1.33%
STO	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	97.00%	2.00%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	116,387	12,182	12,545	15,590	18,945	16,356	15,116	16,163	16,032	18,046	18,458	18,146	16,196	193,775	184,377	105.10%
UPT/VRM	0.15	0.14	0.14	0.15	0.17	0.16	0.15	0.16	0.16	0.16	0.17	0.16	0.15	0.16	0.20	-20.39%
UPT/VRH	1.91	1.74	1.73	2.15	2.30	2.34	2.11	2.17	2.24	2.22	2.29	2.25	2.21	2.15	2.49	-13.72%
FRR	0.02%	0.08%	0.01%	-0.09%	-0.06%	-0.14%	-0.14%	-0.13%	-0.07%	-0.07%	-0.12%	-0.07%	-0.05%	-0.07%	4.00%	-4.07%
OPEX/VRM	\$6.92	\$7.47	\$7.52	\$6.74	\$6.51	\$6.59	\$6.64	\$6.58	\$6.83	\$6.44	\$6.71	\$6.51	\$6.93	\$6.77	\$8.25	-18.01%
OPEX/VRH	\$88.25	\$95.75	\$93.60	\$95.63	\$89.52	\$95.88	\$92.04	\$91.02	\$93.79	\$87.65	\$92.22	\$91.98	\$103.46	\$93.41	\$105.11	-11.13%
OPEX/UPT	\$46.20	\$55.14	\$54.26	\$44.49	\$38.90	\$41.04	\$43.67	\$41.92	\$41.80	\$39.50	\$40.32	\$40.85	\$46.88	\$43.45	\$42.19	3.00%
OTP	97.10%	97.00%	98.00%	94.00%	95.00%	95.00%	93.00%	96.00%	95.00%	98.00%	97.00%	96.50%	95.00%	95.79%	97.00%	-1.21%
STO	99.85%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	97.00%	2.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Cutaway (CU)	29.20%	42.99%	-13.79%
Van (VN)	0.00%	0.00%	0.00%
Automobile (AO)	100.00%	100.00%	0.00%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Trucks/Other Rubber Tires	40.00%	35.71%	4.29%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	9	0	-100%
Demand Response	7	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	15.00	0.00	-100.00%
Demand Response	10.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.25	0.00	-100.00%
Demand Response	1.25	0.00	-100.00%

ANNUAL PERFORMANCE REPORTING METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	10%
Hybrid	0%	0%
CNG	95%	0%
Diesel	0%	0%
Gasoline	5%	90%

External Partnerships	0	19
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Montachusett Regional Transit Authority (MART)



SUMMARY PROFILE

Headquarters:
1427R Water Street
Fitchburg, MA 01420

Administrator:
Stephen Oldfield

Website:
www.mrta.us

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 5:15 AM – 7:40 PM* Sat: 8:30 AM – 6:52 PM Sun: 8:30 AM – 5:01 PM *University Shuttle = Mon-Thurs 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-Sun 7:00 PM-12:00 AM

Ridership Information (FY25)	
Fixed Route	503,404 unlinked passenger trips
Demand Response	304,027 unlinked passenger trips
Demand Taxi	327,558 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	297,794	31,304	32,963	43,673	48,507	43,242	42,365	40,482	44,163	45,554	46,523	45,817	38,811	503,404	429,908	117.10%
UPT/VRM	0.36	0.31	0.27	0.39	0.55	0.51	0.42	0.43	0.51	0.45	0.46	0.45	0.42	0.42	0.47	-10.29%
UPT/VRH	5.72	5.41	5.07	6.80	9.33	8.79	7.60	7.70	8.91	8.02	8.19	8.11	7.82	7.56	7.67	-1.49%
FRR	7.44%	0.11%	0.03%	0.06%	5.69%	8.83%	4.36%	3.61%	5.24%	4.69%	6.59%	9.83%	2.11%	4.25%	12.00%	-7.75%
OPEX/VRM	\$8.44	\$5.37	\$5.34	\$4.43	\$6.97	\$5.55	\$5.57	\$6.23	\$6.71	\$5.26	\$5.96	\$5.66	\$5.36	\$5.66	\$7.28	-22.24%
OPEX/VRH	\$133.10	\$94.57	\$99.75	\$76.83	\$119.24	\$96.48	\$100.38	\$112.46	\$117.59	\$94.65	\$105.76	\$101.48	\$100.85	\$101.06	\$113.54	-10.99%
OPEX/UPT	\$23.29	\$17.49	\$19.68	\$11.30	\$12.78	\$10.97	\$13.21	\$14.61	\$13.20	\$11.80	\$12.91	\$12.51	\$12.90	\$13.37	\$18.49	-27.69%
OTP	0.00%	98.00%	98.98%	98.98%	99.01%	98.00%	99.00%	98.98%	99.48%	100.00%	99.97%	99.97%	99.98%	99.20%	98.00%	1.20%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	98.30%	100.00%	99.30%	99.80%	100.00%	100.00%	100.00%	100.00%	99.78%	100.00%	-0.22%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	227,029	23,495	25,228	23,427	29,370	23,756	24,097	26,033	23,565	27,658	28,704	22,102	26,592	304,027	252,074	120.61%
UPT/VRM	0.14	0.14	0.15	0.14	0.16	0.15	0.17	0.16	0.17	0.15	0.16	0.14	0.15	0.15	0.21	-26.83%
UPT/VRH	2.27	2.41	2.50	2.38	2.62	2.46	2.95	2.53	2.65	2.53	2.58	2.43	2.40	2.53	2.68	-5.54%
FRR	20.32%	29.60%	24.08%	30.77%	29.63%	23.88%	28.12%	26.19%	20.31%	27.54%	24.82%	25.26%	25.01%	26.17%	21.25%	4.92%
OPEX/VRM	\$6.55	\$5.84	\$7.38	\$5.77	\$5.74	\$6.44	\$7.29	\$6.24	\$7.39	\$5.54	\$6.00	\$7.04	\$5.18	\$6.27	\$6.08	3.13%
OPEX/VRH	\$102.67	\$97.01	\$122.04	\$95.10	\$94.06	\$102.69	\$125.96	\$99.56	\$118.88	\$93.01	\$99.01	\$119.16	\$84.68	\$103.31	\$102.54	0.75%
OPEX/UPT	\$45.19	\$40.27	\$48.91	\$39.99	\$35.84	\$41.78	\$42.70	\$39.32	\$44.78	\$36.77	\$38.31	\$49.01	\$35.27	\$40.81	\$44.24	-7.75%
OTP	98.79%	83.19%	82.09%	81.78%	81.07%	81.57%	81.10%	81.68%	79.27%	80.99%	83.31%	82.39%	83.21%	81.80%	98.00%	-16.20%
STO	97.43%	95.80%	96.40%	96.20%	95.90%	95.40%	94.30%	94.90%	94.70%	95.60%	95.40%	95.70%	95.80%	95.51%	98.00%	-2.49%

Demand Taxi – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	233,948	26,244	26,680	25,770	29,169	25,553	25,567	27,160	24,716	28,358	29,589	30,124	28,628	327,558	317,490	103.17%
UPT/VRM	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.11	-39.02%
UPT/VRH	3.34	1.59	1.52	1.44	1.69	1.73	1.73	1.64	1.69	1.63	1.52	1.77	1.45	1.61	3.55	-54.62%
FRR	0.68%	0.66%	0.67%	0.73%	0.83%	0.80%	0.75%	0.88%	0.77%	0.73%	0.65%	0.76%	0.53%	0.72%	0.82%	-0.10%
OPEX/VRM	\$2.73	\$3.01	\$3.04	\$3.06	\$3.24	\$2.85	\$2.85	\$2.99	\$2.95	\$3.08	\$3.00	\$3.10	\$3.55	\$3.07	\$3.15	-2.48%
OPEX/VRH	\$113.95	\$70.31	\$68.00	\$64.49	\$83.01	\$73.59	\$73.73	\$71.34	\$72.55	\$73.70	\$67.18	\$81.40	\$85.41	\$73.79	\$131.45	-43.87%
OPEX/UPT	\$34.09	\$44.19	\$44.73	\$44.66	\$49.09	\$42.42	\$42.52	\$43.57	\$42.88	\$45.10	\$44.13	\$46.00	\$58.74	\$45.80	\$37.21	23.09%
OTP	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	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%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	10.00%	11.11%	-1.11%
Cutaway (CU)	10.00%	18.57%	-8.57%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Trucks/Other Rubber Tires	12.00%	16.13%	-4.13%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	5	2	-60%
Demand Response	4	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.67	1.14	-31.63%
Demand Response	1.33	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.00	2.00	100.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	0.34	1.14	235.81%
Demand Response	0.34	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response	Demand Taxi
Electric	0%	0%	0%
Hybrid	4.8%	0%	0%
CNG	0%	0%	0%
Diesel	45.2%	0%	0%
Gasoline	54.8%	100%	100%

External Partnerships	1	3	10
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Nantucket Regional Transit Authority (NRTA)



SUMMARY PROFILE

Headquarters:
20-R South Street
Nantucket, MA 02554

Administrator:
Gary Roberts

Website:
www.nrtawave.com

Agency Information	
Year Founded	1993
Service Hours	Winter: 7:00 AM to 9:15 PM Shoulder: 7:00 AM to 12:00 AM Peak: 7:00 AM to 12:15 AM

Ridership Information (FY25)	
Fixed Route	434,406 unlinked passenger trips
Demand Response	5,594 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	226,951	102,101	100,099	42,047	23,091	11,170	10,529	7,415	7,008	7,008	16,063	31,773	76,102	434,406	262,097	165.74%
UPT/VRM	0.72	1.77	1.74	1.04	0.95	0.50	0.47	0.32	0.33	0.33	0.64	0.77	1.17	1.03	0.85	20.89%
UPT/VRH	7.92	16.80	16.56	11.38	8.65	4.91	4.50	3.07	3.21	20.80	6.61	7.21	11.80	10.51	9.16	14.76%
FRR	23.22%	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%	25.00%	-25.00%
OPEX/VRM	\$7.52	\$8.01	\$7.24	\$10.32	\$12.90	\$10.53	\$15.84	\$15.13	\$13.87	\$14.37	\$13.41	\$11.02	\$3.98	\$9.96	\$8.07	23.48%
OPEX/VRH	\$82.38	\$76.06	\$68.74	\$112.95	\$117.75	\$102.35	\$152.20	\$145.34	\$136.92	\$919.29	\$139.40	\$103.42	\$40.25	\$101.94	\$87.55	16.44%
OPEX/UPT	\$10.40	\$4.53	\$4.15	\$9.92	\$13.60	\$20.86	\$33.83	\$47.39	\$42.67	\$44.21	\$21.09	\$14.34	\$3.41	\$9.70	\$9.55	1.54%
OTP	97.08%	94.00%	93.00%	93.00%	96.00%	97.00%	96.00%	92.00%	92.00%	96.00%	92.00%	93.00%	91.00%	93.75%	100.00%	-6.25%
STO	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%	-0.08%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,254	475	407	450	510	401	442	521	477	452	455	456	548	5,594	2,503	223.49%
UPT/VRM	0.16	0.25	0.25	0.26	0.32	0.43	0.25	0.29	0.37	0.33	0.30	0.28	0.32	0.30	0.21	40.49%
UPT/VRH	1.48	1.41	1.36	1.50	1.78	1.61	1.27	1.59	1.68	1.34	1.41	1.47	1.60	1.49	1.58	-5.44%
FRR	0.55%	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%	2.30%	-2.30%
OPEX/VRM	\$17.41	\$9.08	\$14.83	\$13.22	\$19.95	\$30.83	\$14.24	\$24.05	\$28.76	\$27.93	\$19.11	\$24.56	\$13.17	\$19.07	\$12.86	48.32%
OPEX/VRH	\$163.18	\$51.37	\$81.80	\$76.18	\$111.51	\$116.76	\$73.81	\$132.83	\$130.14	\$113.62	\$91.20	\$127.38	\$65.79	\$96.60	\$98.83	-2.26%
OPEX/UPT	\$110.22	\$36.34	\$60.09	\$50.79	\$62.75	\$72.50	\$58.11	\$83.37	\$77.48	\$84.71	\$64.74	\$86.88	\$41.18	\$64.65	\$62.70	3.11%
OTP	99.67%	96.00%	96.00%	94.00%	90.00%	90.00%	98.00%	85.00%	78.00%	91.00%	60.00%	71.00%	66.00%	84.58%	100.00%	-15.42%
STO	99.83%	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	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	37.50%	62.50%	-25.00%
Van (VN)	50.00%	100.00%	-50.00%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	50.00%	100.00%	-50.00%
Trucks/Other Rubber Tires	0.00%	50.00%	-50.00%

Facilities			
Asset Class	FY25 Target (%)	FY25 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	2.6	0.00	100.00%
Demand Response	0.00	0.00	0.00	0.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	22%	60%
Hybrid	0%	0%
CNG	0%	0%
Diesel	61%	0%
Gasoline	17%	40%

External Partnerships	1	0
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Pioneer Valley Transit Authority (PVTA)



SUMMARY PROFILE

Headquarters:
2808 Main Street
Springfield, MA 01107

Administrator:
Sandra Sheehan

Website:
www.pvta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Wed: 5:00 AM – 11:55 PM Thur-Sat: 5:00 AM – 1:25 AM Sun: 7:00 AM – 11:35 PM

Ridership Information (FY25)	
Fixed Route	9,575,499 unlinked passenger trips
Demand Response	211,243 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	6,079,372	670,556	741,315	889,404	932,983	859,842	728,283	611,306	842,218	909,667	992,302	820,165	577,458	9,575,499	7,500,000	127.67%
UPT/VRM	1.28	1.93	1.87	1.96	1.92	2.04	1.69	1.49	1.89	1.93	2.01	1.81	1.46	1.84	1.45	26.75%
UPT/VRH	17.65	26.97	27.16	31.22	29.20	31.53	26.71	23.40	30.16	30.80	32.53	28.93	23.12	28.62	22.00	30.10%
FRR	10.00%	0.56%	1.25%	10.40%	10.97%	1.05%	0.14%	18.43%	0.22%	0.31%	0.30%	0.18%	8.99%	4.58%	11.50%	-6.92%
OPEX/VRM	\$8.45	\$7.59	\$10.00	\$8.84	\$7.37	\$9.46	\$7.87	\$9.64	\$8.80	\$7.62	\$7.71	\$9.24	\$10.86	\$8.71	\$8.30	4.93%
OPEX/VRH	\$116.10	\$106.07	\$145.08	\$140.77	\$112.07	\$146.40	\$124.58	\$151.91	\$140.54	\$121.90	\$124.86	\$147.85	\$172.40	\$135.64	\$115.28	17.66%
OPEX/UPT	\$6.58	\$3.93	\$5.34	\$4.51	\$3.84	\$4.64	\$4.67	\$6.49	\$4.66	\$3.96	\$3.84	\$5.11	\$7.46	\$4.74	\$5.67	-16.42%
OTP	75.03%	71.00%	69.00%	63.00%	67.60%	69.70%	71.80%	72.30%	69.60%	71.11%	71.46%	69.00%	70.46%	69.67%	75%	-5.33%
STO	99.89%	99.80%	99.98%	99.78%	99.83%	99.93%	99.94%	99.95%	99.82%	99.92%	99.92%	99.95%	99.98%	99.90%	100.00%	-0.10%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	150,074	15,988	17,419	17,352	19,008	17,292	16,469	17,685	16,587	18,923	19,654	18,328	16,538	211,243	191,500	110.31%
UPT/VRM	0.09	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.09	0.09	0.09	0.09	0.09	0.10	0.10	0.98%
UPT/VRH	1.36	1.45	1.51	1.61	1.55	1.51	1.45	1.44	1.49	1.51	1.55	1.51	1.50	1.51	1.40	7.64%
FRR	6.84%	0.13%	0.64%	4.80%	3.86%	0.03%	0.05%	0.03%	0.04%	-0.15%	0.06%	0.08%	0.20%	0.79%	6.80%	-6.01%
OPEX/VRM	\$4.28	\$4.93	\$4.71	\$4.63	\$4.53	\$4.68	\$4.78	\$5.68	\$4.81	\$4.28	\$4.26	\$4.56	\$4.72	\$4.70	\$4.98	-5.56%
OPEX/VRH	\$63.34	\$75.04	\$72.49	\$75.66	\$71.70	\$72.16	\$72.10	\$85.51	\$75.42	\$68.56	\$69.65	\$73.46	\$75.28	\$73.88	\$73.07	1.10%
OPEX/UPT	\$46.48	\$51.58	\$47.85	\$46.91	\$46.30	\$47.64	\$49.80	\$59.48	\$50.78	\$45.46	\$44.92	\$48.72	\$50.16	\$49.02	\$52.15	-5.99%
OTP	95.25%	97.60%	97.60%	93.60%	96.50%	97.30%	97.30%	98.40%	97.00%	97.40%	97.40%	96.85%	97.20%	97.01%	95.00%	2.01%

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	
Year Founded	1974
Service Hours	Mon-Fri: 5:20 AM – 10:10 PM Sat-Sun: 6:10 AM – 8:05 PM

Ridership Information (FY25)	
Fixed Route	3,851,855 unlinked passenger trips
Demand Response	124,334 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	2,016,128	297,887	310,309	341,767	364,307	318,665	300,930	305,948	270,133	348,317	329,832	338,971	324,789	3,851,855	2,305,452	167.08%
UPT/VRM	1.21	2.13	2.21	2.48	2.50	2.42	2.09	1.96	1.94	2.19	2.20	2.18	2.17	2.20	1.53	44.43%
UPT/VRH	15.99	25.96	26.62	29.40	29.65	28.68	25.59	24.63	24.11	27.06	27.31	27.42	27.56	27.01	25.98	3.96%
FRR	8.77%	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%	8.08%	-8.08%
OPEX/VRM	\$10.22	\$9.54	\$12.78	\$11.97	\$11.39	\$14.09	\$12.12	\$10.60	\$13.33	\$11.01	\$11.98	\$13.95	\$15.72	\$12.36	\$11.25	9.87%
OPEX/VRH	\$134.66	\$115.98	\$154.16	\$141.93	\$135.01	\$167.13	\$148.68	\$133.56	\$165.71	\$135.87	\$148.40	\$175.24	\$199.45	\$151.54	\$142.15	6.61%
OPEX/UPT	\$8.42	\$4.47	\$5.79	\$4.83	\$4.55	\$5.83	\$5.81	\$5.42	\$6.87	\$5.02	\$5.43	\$6.39	\$7.24	\$5.61	\$7.70	-27.12%
OTP	84.04%	92.00%	90.00%	87.00%	87.00%	87.00%	89.00%	93.00%	92.00%	88.00%	89.00%	89.00%	89.00%	89.33%	85.00%	4.33%
STO	99.49%	99.92%	99.92%	99.85%	99.83%	99.30%	99.17%	99.78%	99.68%	99.87%	100.00%	99.59%	99.77%	99.72%	99.00%	0.72%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	83,014	9,813	9,862	10,091	11,010	9,988	9,688	9,796	9,601	11,061	11,467	11,509	10,448	124,334	92,325	134.67%
UPT/VRM	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.15	0.13	0.13	0.13	0.13	0.13	0.10%
UPT/VRH	2.04	2.04	2.04	2.16	2.16	2.13	2.05	1.99	2.10	2.11	2.16	2.05	2.05	2.08	1.95	6.93%
FRR	3.60%	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%	2.77%	-2.77%
OPEX/VRM	\$8.06	\$6.75	\$9.23	\$8.21	\$7.75	\$9.60	\$9.39	\$8.53	\$10.00	\$9.49	\$8.12	\$9.94	\$11.38	\$9.02	\$10.03	-10.06%
OPEX/VRH	\$128.98	\$109.02	\$146.53	\$139.19	\$128.61	\$156.10	\$145.79	\$132.70	\$160.05	\$131.56	\$133.34	\$152.33	\$181.72	\$143.05	\$153.63	-6.89%
OPEX/UPT	\$63.10	\$53.54	\$71.94	\$64.54	\$59.48	\$73.39	\$71.25	\$66.85	\$76.35	\$62.41	\$61.71	\$74.31	\$88.81	\$68.63	\$76.35	-10.11%
OTP	95.47%	95.00%	96.00%	93.00%	95.00%	95.00%	96.00%	96.99%	96.00%	96.00%	95.00%	95.00%	96.00%	95.42%	98.00%	-2.58%
STO	99.66%	99.59%	99.74%	99.31%	99.52%	99.64%	99.70%	99.83%	99.69%	99.64%	99.64%	99.71%	99.88%	99.66%	99.90%	-0.24%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	25.00%	14.49%	10.51%
Cutaway (CU)	25.00%	50.00%	-25.00%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	50.00%	100.00%	-50.00%
Trucks/Other Rubber Tires	50.00%	35.00%	15.00%

Facilities			
Asset Class	FY24 Target (%)	FY24 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	50.00%	-50.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	8	4	-50%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	5.20	2.40	-53.83%
Demand Response	1.90	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	8.00	2.00	-75.00%
Demand Response	1.00	1.00	0.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	5.20	0.60	-88.46%
Demand Response	1.90	0.00	-100.00%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	57%	0%
CNG	0%	0%
Diesel	43%	0%
Gasoline	0%	100%

External Partnerships	3	14
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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 (FY25)	
Year Founded	1974	Fixed Route	4,843,522 unlinked passenger trips
Service Hours	Mon-Fri: 4:50 AM – 11:45 PM Sat: 5:50 AM – 10:25 PM Sun: 8:30 AM – 7:26 PM	Demand Response	153,435 unlinked passenger trips
		Demand Taxi	74,536 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	3,064,750	440,989	464,251	413,829	468,325	385,993	350,679	334,735	333,362	392,671	419,299	418,533	420,856	4,843,522	3,775,000	128.31%
UPT/VRM	1.52	2.51	2.64	2.47	2.58	2.38	2.06	1.87	2.04	2.20	2.39	2.37	2.45	2.33	1.75	33.25%
UPT/VRH	17.96	30.89	32.46	28.65	31.75	29.34	25.30	23.09	25.30	27.09	29.06	30.36	31.23	28.72	21.50	33.58%
FRR	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%
OPEX/VRM	\$11.21	\$11.83	\$13.05	\$12.78	\$13.19	\$13.70	\$12.78	\$13.92	\$13.26	\$12.39	\$12.76	\$13.58	\$13.11	\$13.03	\$12.78	1.94%
OPEX/VRH	\$132.68	\$145.50	\$160.62	\$148.30	\$162.36	\$168.78	\$156.81	\$171.81	\$164.26	\$152.39	\$155.02	\$174.06	\$166.96	\$160.43	\$156.09	2.78%
OPEX/UPT	\$7.39	\$4.71	\$4.95	\$5.18	\$5.11	\$5.75	\$6.20	\$7.44	\$6.49	\$5.63	\$5.33	\$5.73	\$5.35	\$5.59	\$7.28	-23.24%
OTP	79.83%	53.30%	50.40%	48.90%	48.40%	50.70%	54.60%	58.20%	54.20%	55.70%	54.30%	63.10%	65.10%	54.74%	79.80%	-25.06%
STO	98.75%	98.97%	97.88%	99.40%	99.32%	99.31%	98.53%	99.27%	99.85%	99.91%	99.88%	99.77%	99.59%	99.31%	99.00%	0.31%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	97,779	12,548	13,004	11,980	14,064	12,075	12,034	13,256	11,565	13,614	13,641	13,011	12,643	153,435	143,000	107.30%
UPT/VRM	0.14	0.15	0.15	0.15	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.16	0.15	0.16	0.15	4.05%
UPT/VRH	2.12	2.38	2.36	2.34	2.49	2.51	2.39	2.42	2.39	2.47	2.46	2.46	2.38	2.42	2.35	2.97%
FRR	0.00%	0.58%	0.60%	0.65%	0.82%	0.73%	0.77%	0.71%	0.78%	0.71%	0.77%	0.66%	0.71%	0.70%	0.00%	0.70%
OPEX/VRM	\$8.44	\$7.84	\$8.26	\$7.01	\$7.28	\$8.16	\$7.38	\$7.84	\$7.40	\$6.96	\$6.91	\$7.68	\$7.26	\$7.49	\$8.12	-7.75%
OPEX/VRH	\$128.15	\$123.11	\$125.75	\$109.29	\$114.19	\$129.97	\$112.13	\$120.50	\$113.58	\$108.39	\$105.54	\$120.18	\$112.73	\$116.19	\$124.57	-6.72%
OPEX/UPT	\$60.38	\$51.73	\$53.31	\$46.76	\$45.94	\$51.85	\$46.94	\$49.82	\$47.49	\$43.83	\$42.95	\$48.94	\$47.42	\$48.02	\$52.92	-9.26%

Demand Response - Performance Metrics																
OTP	89.17%	88.00%	88.00%	90.00%	89.00%	89.00%	89.00%	89.00%	89.00%	91.00%	89.00%	89.00%	89.00%	89.08%	90.00%	-0.92%
STO	100.00%	99.94%	100.00%	100.00%	99.97%	99.96%	99.99%	99.99%	99.98%	99.99%	100.00%	99.95%	100.00%	99.98%	99.99%	-0.01%

Demand Taxi - Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	0	5,979	5,893	6,029	7,092	6,337	5,566	5,757	5,304	6,694	6,871	6,653	6,361	74,536	53,000	140.63%
UPT/VRM	0.00	0.16	0.17	0.16	0.16	0.15	0.16	0.16	0.16	0.17	0.16	0.17	0.17	0.16	0.15	7.82%
UPT/VRH	0.00	2.38	2.31	2.24	2.24	2.26	2.22	2.33	2.17	2.40	2.33	2.41	2.28	2.30	2.30	-0.05%
FRR	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%
OPEX/VRM	\$0.00	\$2.60	\$2.61	\$2.50	\$2.55	\$2.47	\$2.48	\$2.64	\$2.57	\$2.65	\$2.57	\$2.64	\$2.58	\$2.57	\$2.32	10.86%
OPEX/VRH	\$0.00	\$37.91	\$36.40	\$35.79	\$36.14	\$36.14	\$35.34	\$37.36	\$34.92	\$38.28	\$36.81	\$37.77	\$35.66	\$36.55	\$33.98	7.55%
OPEX/UPT	\$0.00	\$15.95	\$15.73	\$15.97	\$16.16	\$15.97	\$15.93	\$16.00	\$16.12	\$15.93	\$15.79	\$15.64	\$15.63	\$15.90	\$14.75	7.80%
OTP	0.00%	92.00%	91.00%	90.00%	89.00%	89.00%	87.00%	89.00%	85.00%	90.00%	87.00%	89.00%	91.00%	89.08%	86.00%	3.08%
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%	99.95%	0.05%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Bus (BU)	27.27%	39.62%	-12.35%
Cutaway (CU)	12.28%	35.09%	-22.81%

Equipment			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Automobiles	0.00%	0.00%	0.00%
Trucks/Other Rubber Tires	75.00%	87.50%	-12.50%

Facilities			
Asset Class	FY25 Target (%)	FY25 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

SAFETY PERFORMANCE METRICS

Fatalities			
Mode	Target	CY24 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	CY24 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY24 Actual	% Variance
Fixed Route	20	2	-90%
Demand Response	4	0	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	2.10	0.97	-53.75%
Demand Response	0.80	0.00	-100.00%

Safety Events			
Mode	Target	CY24 Actual	% Variance
Fixed Route	14.00	11.00	-21.43%
Demand Response	8.00	6.00	-25.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY24 Actual	% Variance
Fixed Route	1.50	0.97	-35.24%
Demand Response	1.50	1.05	-29.91%

ANNUAL REPORTING PERFORMANCE METRICS

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	24%	0%
CNG	0%	0%
Diesel	76%	0%
Gasoline	0%	100%

	Fixed Route	Demand Response	Demand Taxi
External Partnerships	0	12	1

