



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO
Astrid Glynn, MassDOT Rail & Transit Administrator



December 31, 2020

Senate Clerk Michael D. Hurley
State House
Room 335
Boston, MA 02133

Chairman Joseph A. Boncore
Joint Committee on Transportation
State House
Room 112
Boston, MA 02133

House Clerk Steven T. James
State House
Room 145
Boston, MA 02133

Chairman Aaron Michlewitz
House Ways and Means Committee
State House
Room 243
Boston, MA 02133

Chairman William M. Straus
Joint Committee on Transportation
State House
Room 134
Boston, MA 02133

Chairman Michael J. Rodrigues
Senate Ways and Means Committee
State House
Room 212
Boston, MA 02133

Dear Sirs:

I am pleased to submit this report pursuant to Section 8 of MGL Chapter 161B, as amended by Section 46 of the Chapter 154 of the Acts of 2018. It serves as an addendum to the report submitted on July 1, 2020, pursuant to Outside Section 82 of the General Appropriation Act of 2019, and examines the data that MassDOT has collected during FY 20 on the performance of the Regional Transit Authorities (RTAs) during that same period. The data provides insights into the performance of each RTA in the categories of Ridership, Customer Service and Satisfaction, Asset Management, and Financial Performance, including Farebox Recovery. Due to reporting timelines agreed upon with the RTAs and the timing of the Federal Transit Asset Management process, the initial report did not include the fourth quarter for all categories, nor did it include any information on Asset Management. This data has now been collected, analyzed and included in the addendum.

As with the previous report, where the performance target was set on the basis of a full year (ex: ridership), the report indicates the degree to which the RTA's performance was trending towards the target. Additional analysis of the impact of COVID-19 on RTA performance can be found in Appendix C, which examines RTA performance trends pre- and post-pandemic.

While COVID presents a distorting factor on the FY 20 data set, over time multiple points of data will provide a helpful picture of the successes that the RTAs achieve and the different challenges that they each face. We thank the Legislature for the opportunity to develop and present this data and would be pleased to answer any questions that the members might have.

Sincerely,

Thomas Schiavone
Deputy Administrator of Transit
MassDOT Rail & Transit Division