



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Jamey Tesler, MassDOT Secretary & CEO
Meredith Slesinger, MassDOT Rail & Transit Administrator



December 31, 2021

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

Vice Chairman John F. Keenan
Joint Committee on Transportation
State House
Room 413-F
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 93 of the FY21 Massachusetts budget. It reports the data that MassDOT collected during FY21 on the performance of the Regional Transit Authorities 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. The report also provides a detailed overview of the impact of the COVID-19 pandemic on RTA operations.

Key findings in this report are:

- The RTAs are different from each other. This performance reporting system recognized this by making sure that every target was endorsed by the RTA and by allowing different metrics that some RTAs were more accustomed to.
- The COVID-19 pandemic continued to impact RTA target achievement in FY21, as no RTA reached their ridership target by fiscal year close. Riders who continued to use public transit throughout the pandemic were primarily those who used transit services to travel to and from essential workplaces.
- RTA revenues were also significantly disrupted by the pandemic, primarily due to decreased ridership and the pause in fare collection to protect drivers and riders.

- Reinstatement of fare collection varied across RTAs with some RTAs electing to explore fare-free service longer-term.
- RTAs received a total of \$415 million in COVID relief funding from the federal government during FY 2020 and FY 2021 with considerable variation across RTAs in terms of amount of federal relief received and overall budget.

While the COVID-19 pandemic continues to impact public transportation, over time multiple points of data will provide a helpful picture of the successes that the RTAs achieve and the challenges they face. In the wake of the recovery from the pandemic, the performance management program will prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations in service delivery. 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,

Meredith Slesinger

Meredith Slesinger
Rail & Transit Administrator
MassDOT Rail & Transit Division

