



Annual Report on the Regional Transit Authority Performance Management Program

- Submitted Pursuant to the Massachusetts Budget Act
of 2021 Outside Section 93 -
RTA Performance Progress Report for FY2021

Prepared By:

MassDOT Rail & Transit Division

December 31, 2021

Executive Summary

Background

The Massachusetts Department of Transportation (MassDOT) Rail & Transit Division (RTD) is submitting this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2021 Budget Act, Chapter 227 of the Acts of 2020 (ACT). The ACT requires MassDOT RTD to compile data collected from the Bilateral Performance Management Memoranda of Understanding (MOUs) between the fifteen Regional Transit Authorities (RTA) and MassDOT into an annual report to the Massachusetts State Legislature.

The Commonwealth provides the RTAs with state operating funds in the form of State Contract Assistance (SCA), which is passed through MassDOT RTD each budget cycle. In addition to the distribution of SCA based on an agreed upon allocation formula, MassDOT RTD oversees and collaborates with its RTA partners using innovative business processes to maximize investment and provide the highest levels of accountability and impact possible. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs can ensure that SCA is spent advancing the goals and targets established by each system.¹ 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. To provide transparency on RTA performance and finances, this report provides a description and overall analysis of each RTA's performance results, while also discussing the impacts of the COVID-19 pandemic on RTA performance and ideas for recovery and revitalization.

Over time, MassDOT RTD expects the results of the performance management program will prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations to challenges the RTAs may face. The program encourages data-driven decision making and agency transparency to the public, which is particularly relevant as the RTAs work to rebuild customers' confidence in the safety, accessibility and availability of riding public transit during and as we emerge from the COVID-19 pandemic.

Performance Analysis & Reporting

The performance metrics collected and analyzed from each RTA include universal industry measures in the categories of ridership, customer service and satisfaction, financial and asset management. Each agency's universal performance metrics are included in the *Universal Performance Metric Analysis* and *Asset Management Performance Metric Analysis* sections of this report (Table 1). The universal performance metrics are common key performance indicators that are frequently used by transit professionals to determine the health and vitality of a transit system. These metrics are trackable over time and use data that is widely available to transit agencies and their operators.^{2 3} Supplementary data collected includes additional measures chosen by each RTA to highlight individual characteristics of their systems and innovative stretch goals, typically tied to an initiative or outreach effort, and is included in *Appendix B – RTA Profiles*.

¹ Commonwealth of Massachusetts. 2021. "Section 93: FY21 RTA Funding Distribution | Summary FY21 Budget." (<https://budget.digital.mass.gov/summary/fy21/outside-section/section-93-fy-21-rta-funding-distribution>)

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

³ 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.

Category	Universal Performance Metrics		
Ridership	Unlinked passenger trips (UPT)		
	UPT/Vehicle revenue mile (VRM)	and/or	UPT/Vehicle revenue hour (VRH)
Customer Service & Satisfaction	On-time performance/schedule adherence		
Asset Management	Federal Transit Administration (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		
Financial Performance	Farebox recovery ratio (FRR)		
	Operating expenses/VRM	and/or	Operating expenses/VRH

Table 1: List of Universal Performance Metrics

Much of this report focuses on the universal measures, as they allow for comparisons and analyses across RTAs to identify best practices, enhance peer learning, and pinpoint which initiatives increase ridership, reduce costs, increase customer satisfaction, and more efficiently utilize assets.

The Ridership and Customer Service & Satisfaction data has been summarized into analysis tables that display the monthly raw data, the quarterly subtotals, and the year-to-date (YTD) actuals. The Financial Performance data has been summarized to display only the YTD actuals. Due to accrual-based accounting methods, revenue and expense figures can exhibit variability from month-to-month, and YTD actuals provides a normalized representation of RTA performance. The Asset Management data has been aggregated based on each RTA's annual submittal to the National Transit Database (NTD)⁴, which includes the target, the actual performance, and the resulting difference for each asset class within the three asset categories defined by the Federal Transit Administration (FTA). This report also provides graphical representations of average RTA performance. Text has also been included to highlight the key takeaways on overall RTA performance. Comparative bar charts have been added for selected metrics in which all RTAs provided a baseline and target.

Key Performance Results and Takeaways for RTA Ridership

The COVID-19 pandemic continued to greatly impact RTA ridership in FY2021, as no RTA reached their ridership target by fiscal year close. Individual RTA ridership results were also affected by seasonality, service area size and the socio-demographics of the RTA service area. For example, RTAs that serve essential front-line workers have tended to show more durable ridership through this period.⁵⁶ On average per month, the RTAs gained 3.96% in fixed route ridership and 4.08% in demand response ridership. Toward the end of the fiscal year, several RTAs began to see noticeable increases following the widespread availability of vaccines and the lifting of the state of emergency. At the close of FY2021, the

⁴ 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."

⁵ Riley Sullivan. The Federal Reserve Bank of Boston. September 27, 2021. The COVID-19 Pandemic's Impact on Public Transportation Ridership and Revenues across New England. (<https://www.bostonfed.org/publications/new-england-public-policy-center-regional-briefs/2021/the-covid-19-pandemics-impact-on-public-transportation-ridership-and-revenues-across-new-england.aspx>)

⁶ Christof Spieler. "COVID-19 devastated public transit, and underscored how indispensable it is." Rice Kinder Institute for Urban Research. (<https://kinder.rice.edu/urbanedge/2021/04/19/covid-19-devastated-public-transit-and-underscored-how-indispensable-it>)

RTAs had accumulated on average of 48.01% and 44.27% of their fixed route and demand response ridership targets, respectively (Figure 1 and Figure 2).

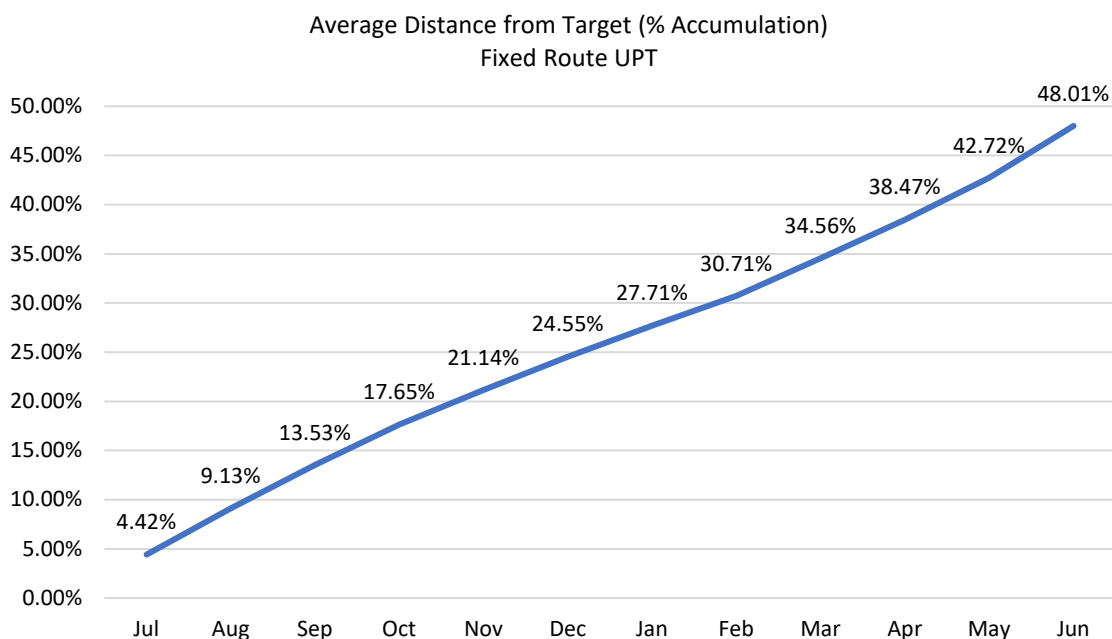


Figure 1: Average distance from the identified target for Fixed Route unlinked passenger trips (UPT).

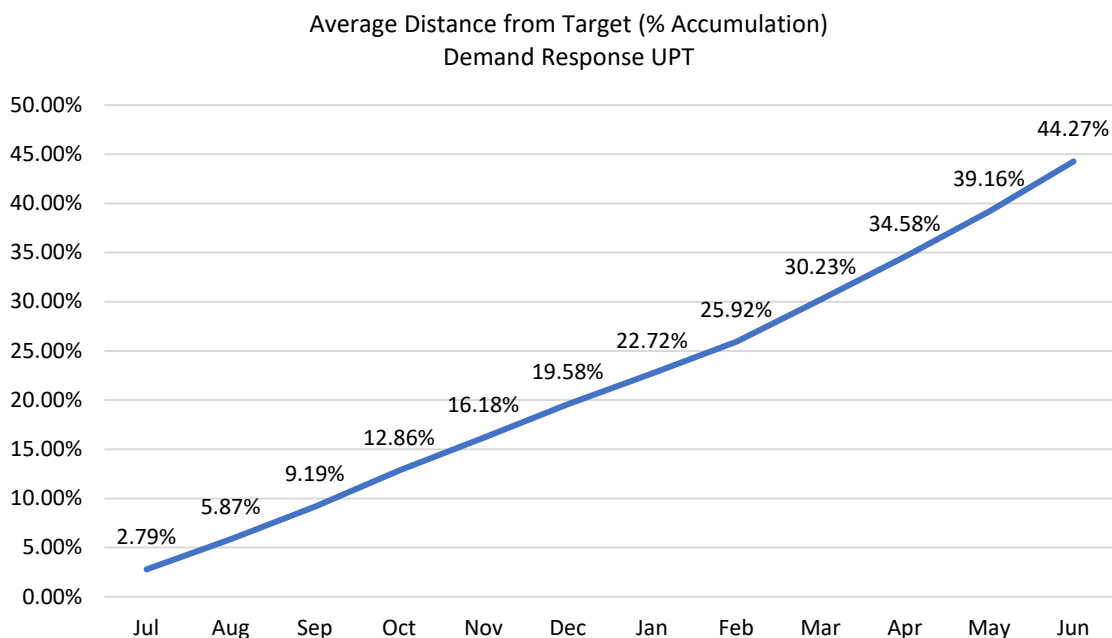


Figure 2: Average distance from the identified target for Demand Response unlinked passenger trips (UPT).

Across the United States, trends in public transit ridership show that local bus services rebounded more quickly than commuter bus, intercity rail, and rapid transit services. According to the FTA, riders on local bus systems have fewer transportation options and continued to ride the bus despite fears of infection

from COVID-19.⁷ RTAs appear to be following this encouraging ridership recovery trend. Figure 3 shows the percent change in monthly modal RTA ridership relative to the pre-pandemic levels of FY2019. At the close of FY2021, the percent change in ridership for Fixed Route and Demand Response had rebounded to -34% and -41%, or 66% and 59% of pre-pandemic levels, respectively.

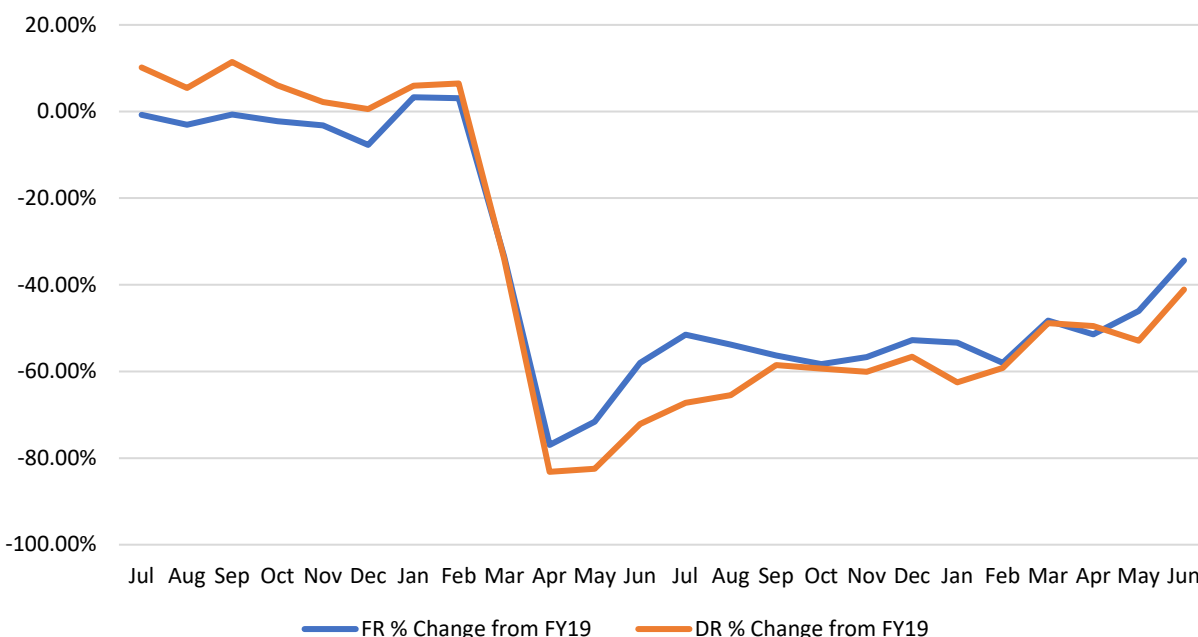


Figure 3: Percent changed in FY2020 & FY2021 monthly modal RTA ridership relative to pre-pandemic levels (FY2019).

Of note, several RTAs were recognized in the FTA’s “America’s Open and Transit’s Open Final Report” for their June 2021 ridership levels and strong recovery trends. The Southeastern Regional Transit Authority (SRTA) had 78% ridership recovery compared to June 2019 and Worcester Regional Transit Authority (WRTA) was 82% recovery compared to June 2019. Both SRTA and WRTA are among the top 50 transit agencies for ridership recovery for urban areas with a population of less than one million. Cape Ann Transit Authority (CATA) had a 73% recovery compared to 2019 and was included in the top 50 transit agencies for urban areas with a population greater than one million.⁸

Key Performance Results and Takeaways for RTA Financial Trends

The analysis of RTA financial performance data through FY2021 reveals that revenue streams were significantly affected by the COVID-19 pandemic and the costs of the public health efforts to curb community spread of the virus. Decreased RTA ridership, reduced vehicle capacity due to social distancing requirements, and fare collection suspension were all major factors driving the drop in RTA revenues. April 2020 and June 2020 marked the lowest farebox recovery ratios (FRR) for fixed route and demand response, respectively, with both ratios dropping below 5% (Figure 4).

⁷ The Federal Transit Administration. FTA America's Open and Transit's Open: Final Report. (<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

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

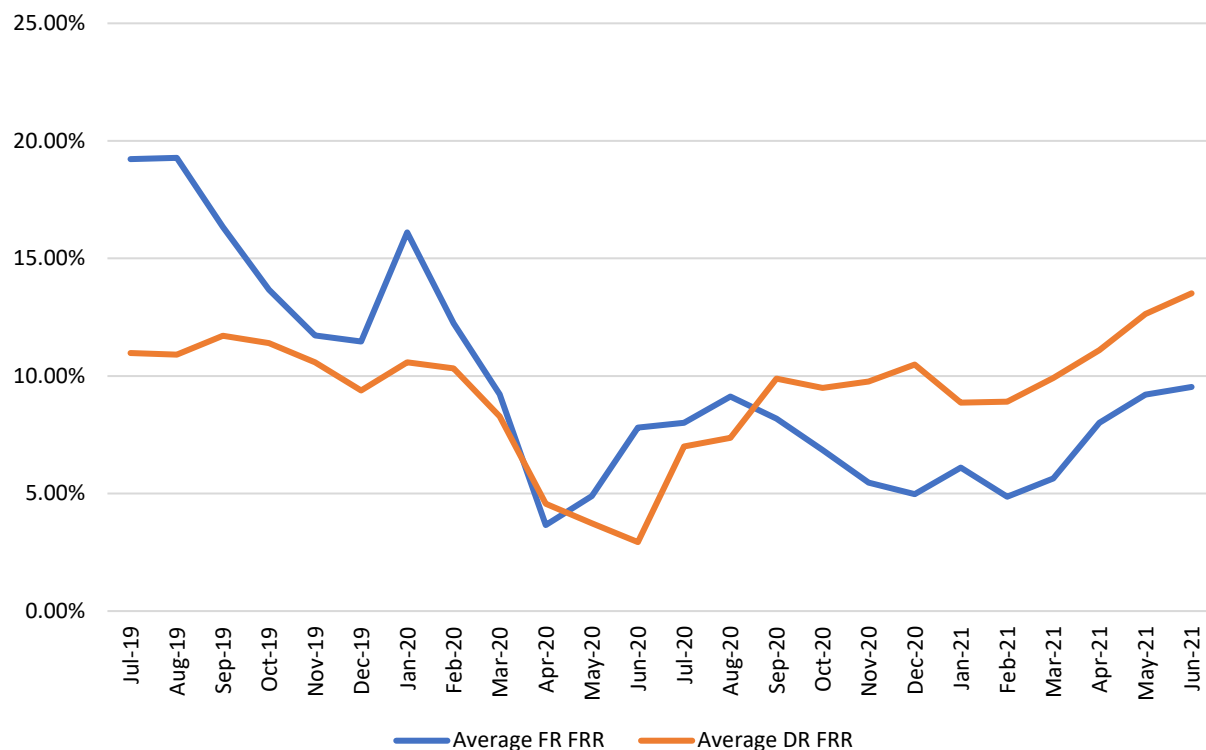


Figure 4: RTA Average Fixed Route & Demand Response FY2020-FY2021 FRR.

Although most RTAs installed driver safety shields, in some cases, temporary barriers made from shower curtains, and resumed fare collection during the reopening phases, the timeline for reinstating fares varied by RTA. Currently, the average fixed route RTA farebox recovery ratio remains at 7.4%, which is 8.6% below pre-pandemic levels of 16.0%, with the average demand response ratios remaining at 9.9%, or 0.3% below pre-pandemic levels of 10.2%. In addition to the revenue challenges faced by the RTAs, the pandemic also caused operating expenses to increase with the provision of personal protective equipment (PPE) for drivers and other personnel combined with added costs for rapid testing of employees, cleaning and disinfecting equipment, increased fuel costs and costs associated with employees on sick leave due to exposure to or contraction of the COVID-19 virus.

To mitigate revenue losses and strengthen the RTAs' financial sustainability, the Commonwealth increased State Contract Assistance Funding in fiscal years 2021 and 2022. Additionally, federal COVID-19 relief funding continues to offset RTAs' reduced fare revenues and pandemic-related cost increases (Figure 5).

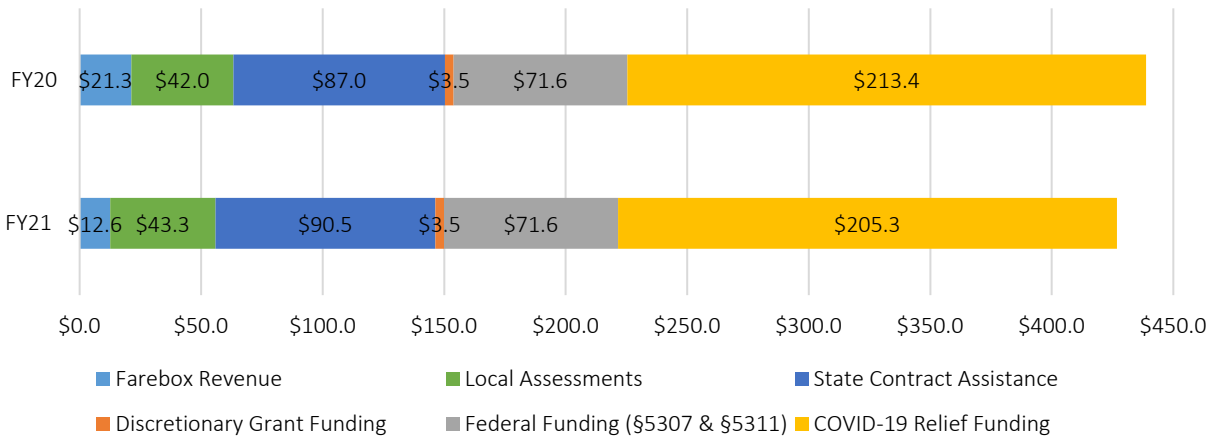


Figure 5: FY2020 and FY2021 operating revenues, including one time COVID-19 relief funding.

With this increased funding, RTAs have been able to avoid employee layoffs and furloughs and continue to deliver the critical services that their regions depend on. (See *Appendix D* for additional detail on COVID-19 relief funding allocations from FFY2020 and FFY2021). The recently enacted federal Infrastructure Investment and Jobs Act (IIJA) is also expected to provide additional funding, as well as significant competitive grant opportunities, to RTAs over the next five years to increase public transit investment and support COVID-19 recovery. MassDOT and the RTAs will continue to maintain a strong focus on financial planning to maximize available federal, state, and local resources.

Looking Forward

Throughout the pandemic, the RTAs have adapted to community needs and deliver on their critical mission of providing transportation for essential services, including operating routes to testing sites and vaccine providers, and assisting with meal delivery for elderly and disabled residents in their regions. RTAs have also used real time data to adjust and optimize services in response to shifting customer demand and community needs, all while complying with the Commonwealth’s COVID-19 health and safety requirements and protocols. To support public health goals, the RTAs have also deployed mobile and account-based ticketing applications, installed permanent driver barriers and air purification systems on vehicles, and improved stations to provide outdoor fare machines and service counters in addition to installing heaters to warm riders waiting at bus stops. RTAs continue to utilize enhanced cleaning protocols for vehicles and common areas and to require the use of masks for both employees and riders, providing masks to those who need it. Many systems have utilized extensive marketing techniques, educational campaigns and informative flyers posted on buses that remind riders of mask requirements, social distancing, and virus transmission prevention techniques.

Now, as COVID-19 vaccines are readily available, the RTAs are focusing their efforts on recovery. Guided by the recently published Comprehensive Regional Transit Plans (CRTPs), RTAs are utilizing route and ridership data to make critical operational and financial decisions to better align service delivery with customer needs while identifying operational efficiencies and cost reductions. Examples include the purchase of Automated Passenger Counters (APCs), planning and feasibility studies for network redesign, expansion of flexible transit options and bus stop and facility improvements. RTAs continue to work closely with local businesses, educational institutions, and other stakeholders, including local Councils on Aging (COAs), to further address customer needs and attract new revenues. Several systems have launched online or media-based public outreach and marketing campaigns to advertise transit services following the re-opening of the state. Others have deployed real-time vehicle tracking platforms, either

through mobile apps or “smart” signs at intermodal facilities, to provide customers with information on real-time bus arrival and departures. In addition, despite the challenges of the pandemic, many RTAs have continued to implement state of good repair asset replacement goals, with the purchase of electric buses (Vineyard Transit Authority and the Pioneer Valley Transit Authority), the replacement of maintenance facilities (Franklin Regional Transit Authority), station improvements (Lowell Regional Transit Authority) as well as other capital projects.

Still, there are challenges that the RTAs are encountering in their build back efforts, including:

- An aging workforce, coupled with recruitment and retention challenges as workforce shortages are a critical problem.
- Impacts on travel patterns and demand from commuters who permanently shift to remote and/or hybrid work.
- Remote healthcare, education and e-commerce trends which could continue to impact the demand for public transit trips.
- Flattening of peak travel times resulting in more consistent all-day demand.

Despite these challenges, the transit industry has identified a variety of ideas to move forward and “build back better,” such as:

- Reexamining driver recruitment strategies, including on-staff recruiters, signing and referral bonuses, paid training periods, review of the wage structure, opportunities for advancement, and flexible scheduling, such as 4-day work weeks.
- Transitioning low ridership or low-density routes from large buses to smaller vehicles. Smaller transit vehicles are generally less expensive and typically do not require a Commercial Driver’s License (CDL), which require considerable training and expense to acquire.
- Focusing service on key routes for essential workers and adjust services to support the schedules of essential services and on more community-centric routes, providing residents with more frequent service and access to points of interest within their own community.
- Providing alternative service in areas where regular service is not yet restored or to supplement fixed route transit service, such as flexible on-demand transit (e.g., microtransit). Through state-funded grant programs, including the Discretionary Grant Program, several RTAs have embarked on pilot programs to test innovative solutions to local mobility challenges here in Massachusetts, both pre- and post-pandemic.
- Taking advantage of lower ridership and reduced service to expedite or expand maintenance, construction, and capital projects.
- Restoring confidence in the safety of transit service by communicating steps taken to ensure the safe restoration of service, particularly continuing to focus on cleaning and disinfecting, face coverings, social distancing, service changes and contactless fare payment.
- Surveying customers on their current transportation patterns and modes, as well as their future transportation plans, COVID-19 concerns, and overall customer experience.
- Promoting access to medical services, mental health services, healthy food, and outdoor recreation to improve public health outcomes.
- Utilizing demographic and spatial data to measure community access to destinations, to better match routes with where riders live and where they want to go.
- Focusing on core service areas like accessibility, frequency, and reliability.
- Addressing embedded equity issues, climate change, and pursue transit-oriented development opportunities.

Both MassDOT and the RTAs value the performance management data and insights provided through the bilateral MOUs and are committed to ensuring that transit service continues to work towards recovery, not only in returning to pre-pandemic levels of ridership, but also in responding to customer needs and adapting service to be more accessible and more appealing to a variety of riders. As the transit industry continues to evolve post-pandemic, RTAs recognize that data collection and analysis of key metrics will be crucial. Ultimately, for the RTAs, future success will depend on the provision of flexible, reliable, equitable, innovative, and community-centric transportation solutions, and data collection and analysis of key metrics will continue to be critical to this effort.⁹

⁹ CTAA. “Public Transportation’s Response to the Covid-19 Pandemic and How it Shapes Transit’s Future.” (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit.pdf)

Table of Contents

EXECUTIVE SUMMARY	2
BACKGROUND	2
PERFORMANCE ANALYSIS & REPORTING	2
KEY PERFORMANCE RESULTS AND TAKEAWAYS FOR RTA RIDERSHIP	3
KEY PERFORMANCE RESULTS AND TAKEAWAYS FOR RTA FINANCIAL TRENDS	5
LOOKING FORWARD	7
GLOSSARY	12
LEGISLATIVE DIRECTIVE	14
MEMORANDA OF UNDERSTANDING	15
PERFORMANCE MANAGEMENT PROGRAM	16
PERFORMANCE DATA COLLECTION	16
PERFORMANCE DATA ANALYSIS	16
PERFORMANCE DATA REPORTING	17
REPORT ORGANIZATION	18
ASSET MANAGEMENT DATA COLLECTION & REPORTING	19
COVID-19 IMPACTS ON RTA PERFORMANCE	21
COVID-19 IMPACTS ON RTA RIDERSHIP	22
COVID-19 IMPACTS ON RTA FINANCES	25
LOOKING FORWARD	26
UNIVERSAL PERFORMANCE METRIC ANALYSIS	32
UNLINKED PASSENGER TRIPS (UPT)	32
UPT / VEHICLE REVENUE MILE (VRM)	35
UPT / VEHICLE REVENUE HOUR (VRH)	37
ON-TIME PERFORMANCE (OTP)/SCHEDULE ADHERENCE	40
FAREBOX RECOVERY RATIO (FRR)	42
OPERATING EXPENSES / VEHICLE REVENUE MILE (VRM)	44
OPERATING EXPENSES / VEHICLE REVENUE HOUR (VRH)	45
ASSET MANAGEMENT PERFORMANCE METRIC ANALYSIS	47
ROLLING STOCK	47
EQUIPMENT	51
FACILITIES	52
SUMMARY & NEXT STEPS	54
APPENDICES	1
APPENDIX A – RTA BACKGROUND INFORMATION.....	2
APPENDIX B – RTA PROFILES.....	6
BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA)	7
BROCKTON AREA TRANSIT AUTHORITY (BAT)	9
CAPE ANN TRANSPORTATION AUTHORITY (CATA)	12
CAPE COD REGIONAL TRANSIT AUTHORITY (CCRTA)	14
FRANKLIN REGIONAL TRANSIT AUTHORITY (FRTA)	17
GREATER ATTLEBORO-TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA)	19
LOWELL REGIONAL TRANSIT AUTHORITY (LRTA)	21
MARTHA’S VINEYARD TRANSIT AUTHORITY (VTA)	24
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)	27
METROWEST REGIONAL TRANSIT AUTHORITY (MWRTA)	30
MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART)	33

NANTUCKET REGIONAL TRANSIT AUTHORITY (NRTA)	36
PIONEER VALLEY TRANSIT AUTHORITY (PVRTA)	39
SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA)	42
WORCESTER REGIONAL TRANSIT AUTHORITY (WRTA)	44
APPENDIX C – PRE- AND POST-PANDEMIC COMPARISON	48
UNLINKED PASSENGER TRIPS (UPT)	49
UNLINKED PASSENGER TRIPS (UPT) / VEHICLE REVENUE MILE (VRM)	50
UNLINKED PASSENGER TRIPS (UPT) / VEHICLE REVENUE HOUR (VRH)	51
FAREBOX RECOVERY RATIO (FRR)	52
OPERATING EXPENSE (OP EX) / VEHICLE REVENUE MILE (VRM)	53
OPERATING EXPENSE (OP EX) / VEHICLE REVENUE HOUR (VRH)	54
ON-TIME PERFORMANCE (OTP)	55
APPENDIX D – COVID-19 FEDERAL RELIEF FUNDING	56
FFY20 CARES ACT APPORTIONMENTS IN MASSACHUSETTS	58
CARES ACT PROGRAM SPECIFIC APPORTIONMENTS	58
SUMMARY OF AVAILABLE FFY20 FUNDING FOR MA RTAS	59
FFY21 CRRSAA & ARP APPORTIONMENTS IN MASSACHUSETTS	60
CRRSAA PROGRAM SPECIFIC APPORTIONMENTS	61
ARP PROGRAM SPECIFIC APPORTIONMENTS	62
SUMMARY OF AVAILABLE FFY21 FUNDING FOR MA RTAS	64
SUMMARY OF ALL AVAILABLE COVID-19 RELIEF FUNDS FOR MA RTAS	65

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

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.

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 route¹⁰

LRTA = Lowell Regional Transit Authority

MBTA = Massachusetts Bay Transportation Authority

MART = Montachusett Regional Transit Authority

MassDOT = Massachusetts Department of Transportation

MassDOT RTD = MassDOT Rail & Transit Division

MVRTA = Merrimack Valley Regional Transit Authority

MWRTA = MetroWest Regional Transit Authority

NRTA = Nantucket Regional Transit Authority

NTD = National Transit Database

OTP = on-time performance; definitions vary by RTA

PVTA = Pioneer Valley Transit Authority

¹⁰ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

RTA = regional transit authority; an authority established by section three or section fourteen of Chapter 161B of the Massachusetts General Laws¹¹

SRTA = Southeastern Regional Transit Authority

STIP = Statewide Transportation Improvement Program

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 condition¹²

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 environment¹³

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 destination¹⁴

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 services¹⁵

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 services¹⁶

VTa = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

¹¹ The 191st General Court of the Commonwealth of Massachusetts

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

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

¹³ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

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

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

¹⁶ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

Legislative Directive

The Massachusetts Department of Transportation (MassDOT) is submitting this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2021 Budget Act, Chapter 227 of the Acts of 2020, Outside Section 93 (ACT). The ACT requires that:

- MassDOT and each of the fifteen Regional Transit Authorities (RTA) negotiate and execute a bilateral Memorandum of Understanding (MOU) which shall not be punitive and that is based on a system of performance metrics established by the MassDOT, and that incorporates Performance Targets most relevant to each RTA's unique system in the categories of Ridership, Customer Service and Satisfaction, Asset Management, and Financial Performance, including Farebox Recovery. At each RTA's discretion, the MOU can also include stretch metrics that foster innovation and entrepreneurship.
- MassDOT and the RTAs agree to measure the MOU metrics against the RTA established baselines, including agreed upon timelines for implementation.
- MassDOT compiles the collected data into a report on each RTA's progress toward meeting the performance metrics established in the MOUs and submit this document to the Massachusetts State Legislature by December 31, 2021.

In compliance with the requirements of the ACT, this report will provide a description of the system of performance metrics bilaterally agreed to by the MassDOT and fifteen RTAs and an analysis of RTA performance results.

The Commonwealth provides the RTAs with state operating funds in the form of State Contract Assistance (SCA), which is passed through MassDOT RTD each budget cycle. In addition to the distribution of SCA based on an agreed upon allocation formula, MassDOT RTD oversees and collaborates with its RTA partners using innovative business processes to maximize investment and provide the highest levels of accountability and impact possible. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs can ensure that SCA is spent advancing the goals and targets established by each system.¹⁷ 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 agreed upon timelines for implementation. To provide transparency on RTA performance and finances, this report provides a description and overall analysis of each RTA's performance results, while also discussing the impacts of the COVID-19 pandemic on RTA performance and ideas for recovery and revitalization.

Over time, MassDOT RTD expects that the results of the performance management program will prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations to challenges the RTAs may 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 during and as we emerge from the COVID-19 pandemic.

¹⁷ Commonwealth of Massachusetts. 2021. "Section 93: FY21 RTA Funding Distribution | Summary FY21 Budget." (<https://budget.digital.mass.gov/summary/fy21/outside-section/section-93-fy-21-rta-funding-distribution>)

Memoranda of Understanding

Beginning in May through August 2019, the MassDOT Rail & Transit Division (RTD) engaged in discussions with RTAs collectively and bilateral negotiations to finalize MOUs that measure performance. Due to the unique nature of each RTA, a key goal in negotiations was to allow for some flexibility in the type and number of performance metrics that RTAs could choose to include. While this approach led to some variation, each MOU generally adheres to the principles below:

- Performance metrics for each of the four key areas of ridership, customer service & satisfaction, asset management and financial performance.
 - Universal metrics identified by MassDOT to be reported by all RTAs (Table 2); includes subset of metrics already reported annually by the RTAs to the federal National Transit Database (NTD)¹⁸, an on-time performance metric and each RTA's Transit Asset Management (TAM) plan targets.
 - Optional additional performance metrics in each of the four categories unique to each RTA and integral to their performance management system.
- Optional RTA-specific stretch performance metrics to encourage innovation.
- RTA-specific mutually agreed upon baselines, interim milestones, and targets for each performance metric.
 - Baselines were derived from historical data from the most recent prior fiscal year or an average of the most recent fiscal years.

Category	Universal Performance Metrics		
Ridership ¹	Unlinked passenger trips (UPT)		
	UPT/Vehicle revenue mile (VRM)	and/or	UPT/Vehicle revenue hour (VRH)
Customer Service & Satisfaction	On-time performance/schedule adherence		
Asset Management ²	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		
Financial Performance ³	Farebox recovery ratio (FRR)		
	Operating expenses/VRM	and/or	Operating expenses/VRH

Table 2: List of Universal Performance Metrics agreed to by all RTAs.

¹For the ridership category, each RTA was given the option of selecting one or both for UPT/VRM and UPT/VRH.

²For the asset management category, each RTA is to report whether they achieved or did not achieve their TAM plan targets.

³For the financial performance category, each RTA was given the option of selecting one or both for Operating Expenses/VRM and Operating Expense/VRH.

Each MOU has a two-year term, covering FY2020 and FY2021. The target setting process consisted of annual targets for FY20 and FY21 for the financial and asset management categories, and a two-year

¹⁸ 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."

target ending in FY21 with an interim milestone for FY20 and ridership and customer service categories. The stretch performance metrics also have a two-year target with an interim one-year milestone.

Over the course of the two-year term, the RTAs are to provide quarterly reports to MassDOT RTD containing monthly data on progress in meeting the performance targets in their MOUs. Each quarterly report is to be submitted 45 days following the close of the quarter to allow each RTA adequate time for data collection and review.

At the close of FY2021, MassDOT RTD renegotiated the terms of each MOU for the FY2022 to FY2023 term. Feedback from the RTAs called for streamlining and improving efficiency in the data collection process, including reducing duplicative reporting. In addition to alleviating RTA concerns, MassDOT RTD used this process to make improvements to enhance state collaboration with the RTAs, enabling MassDOT staff time to be better spent as a partner to the RTAs. Final agreements included the standardization of performance metric collection, the additional collection of transit safety data and financial planning documentation, and an extension in agreed upon reporting deadlines to better allow for RTAs to collect and review data prior to submission.

Performance Management Program

Based on the agreed upon terms found in the MOUs, MassDOT RTD designed a performance management program comprising quarterly data collection and analysis of RTA submitted data. The program operates in three stages:

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

Performance Data Collection

Each RTA was provided a reporting template designed to capture their system's identified performance metrics for each month of each quarter, as well as any stretch performance metrics an RTA chose to include in the MOU. The template included fields to enter raw data and then calculated ratios or averages to produce the performance metrics.

Performance Data Analysis

For each quarter, the quarterly subtotal was calculated based on the raw monthly data provided. Calculating the quarterly subtotals throughout the fiscal year helps to identify seasonal variations in the data, which would not be captured through annually reported metrics alone.

The raw monthly data was also used to calculate year-to-date (YTD) actual values. The YTD actual value is compared against the identified target values that were developed jointly with the RTAs. During year one of the two-year term, the YTD actual value is compared to the interim milestone for the ridership and customer service categories or the year one target for the financial performance and asset management categories. During year two, the actual value is compared to the year two target values for all categories by calculating the percent difference between the actual and target value, as detailed in Table 3.

<i>Progress Indicator</i>	<i>Metric Type</i>	<i>Metrics</i>	<i>Analytical Use</i>
<i>% of milestone/target reached</i>	Reported as cumulative at year end	Unlinked Passenger Trips (UPT)	Examines the level of accumulation toward a target
<i>% variance from milestone/target</i>	Reported as a ratio or a percentage	- UPT / Vehicle Revenue Hours (VRH) - UPT / Vehicle Revenue Miles (VRM) - Operating Expense / VRH - Operating Expense / VRM - Farebox Recovery Ratio - On-Time Performance Ratio	Examines whether progress is trending higher or lower than a target

Table 3: An overview of the percent change calculations used to track RTA progress.

Performance Data Reporting

All analyses have been compiled into this progress report, which covers the data collected for FY2021, or year two of the bilaterally negotiated MOUs. The performance management analysis and reporting process is summarized in Figure 6.

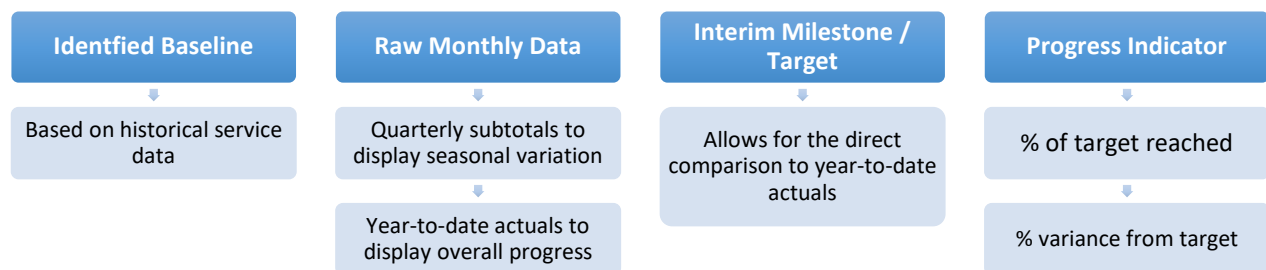


Figure 6: Performance target reporting and data analysis process.

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

This report also includes a simple analysis of the Asset Management metric category, the data for which was collected in mid-November 2021, after the RTAs submit their NTD reported TAM Plan asset inventory data. The asset management data and subsequent targets are discussed in greater detail in the “Asset Management Data Collection & Reporting” subsection.

Report Organization

This report organizes the agreed upon metrics into three main categories:

1. Universal Performance Metrics
2. Additional Performance Metrics
3. Stretch Performance Metrics

The universal performance metrics are common key performance indicators that are frequently used by transit professionals to determine the health and vitality of a transit system. These metrics are trackable over time and use data that is widely available to transit agencies and their operators.^{19 20} 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, reduce costs, increase customer satisfaction, or more efficiently utilize assets.

The *Universal Performance Metric Analysis* section is organized in tables by metric and by mode of operation (Fixed Route, Demand Response, and Systemwide). The tables display the data as follows:

- The identified baseline
- Raw monthly data as reported
- FY2021 quarter one (Q1) through quarter four (Q4) subtotals
- YTD actual values
- Annual target values
- Actual to target value comparisons

In addition to the analysis tables, definitions of each metric have been provided, as well as graphical representations of average RTA performance in relation to the identified targets. Summary text has also been provided 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 4). Comparative bar charts have been added for selected metrics in which all RTAs provided a baseline and target.

On an individual basis, the additional metrics and stretch performance metrics enable each RTA to tell their story through specific goals and values. Each RTA was given the option to include additional metrics in each metric category, if desired. Furthermore, each RTA was also given the option to include a stretch goal. The stretch goals are typically more qualitative in nature and often are tied to an initiative or outreach effort. By comparing an RTA's progress to a self-

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)	↑	↓
Operating Expense per Vehicle Revenue Mile (OpEx / VRM)	↓	↑
Operating Expense per Vehicle Revenue Hour (OpEx / VRH)	↓	↑

Table 4: Color coded formatting used for the performance metric analysis.

¹⁹ International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

²⁰ 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.

identified target, each authority’s performance is directly tied to agency defined goals and to customer satisfaction.^{21 22}

Each agency’s additional and stretch performance metrics are included in *Appendix B – RTA Profiles*. The additional performance metric data has been organized in a similar manner to the universal performance metrics, providing a table displaying:

- The identified baseline
- Raw monthly data as reported
- YTD actual values
- Annual target values
- Actual to target value comparisons.

The stretch performance metric data has been organized into quarterly milestone reports.

Asset Management Data Collection & Reporting

FTA requires that every agency develop a transit asset management (TAM) plan for capital assets used to provide public transportation and submit an asset inventory, performance targets, and a narrative report to NTD as part of the yearly reporting process. The performance targets identified in the TAM plans are for the following asset categories: rolling stock, equipment, and facilities (Table 5).²³ 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.²⁴ 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 “[c]ritically damaged or in need of immediate repair [and/or is] well past useful life” and 5.0 representing a facility that has “[n]o visible defects [and/or is in] new or near new condition.”²⁵

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

Table 5: FTA established performance target definitions by asset category.

Of the fifteen RTAs, fourteen are Tier 1 public transit providers under the TAM Plan Rule, meaning that they are a recipient of federal funding and own or operate at least one hundred and one (101) vehicles in revenue service.²⁶ These fourteen RTAs completed individual TAM plans. FRTA is the only RTA recognized as a Tier 2 provider by the TAM Plan Rule, meaning that FRTA operates less than 101 revenue vehicles²⁷. FRTA did not develop its own TAM plan, and instead, opted to be included in MassDOT’s Group Plan. MassDOT’s Group Plan consists of FRTA and the Mashpee Wampanoag Tribe, and therefore all targets in

²¹ International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94*. pgs. 1-56.

²² 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.

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

²⁴ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

²⁵ Federal Transit Administration (<https://www.transit.dot.gov/PerformanceManagement>)

²⁶ Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)

²⁷ Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)

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.

As required by the MOU, each RTA is to report once per year if they met or did not meet the targets identified in the respective TAM plans by providing a copy of the Asset Inventory Module (AIM) reports as submitted to NTD. The data is aggregated and included in the *Asset Management Performance Metric Analysis* section of this progress report. The aggregated data includes the target for the fiscal year, the actual performance, and the resulting difference for each asset class within the three asset categories. In a similar manner to the Universal Metrics, a color-coded formatting provides easy reference for determining whether an RTA has met a TAM Plan identified target.

It is important to note the asset management data in this progress report is still under review with NTD. NTD undergoes an extensive post-submission validation process, resulting in many agencies receiving final approval on their submitted reports as late as April or May of the following year. Therefore the performance data is subject to change before publication by NTD.

COVID-19 Impacts on RTA Performance

In January 2020, public health organizations started tracking the SARS-CoV-2 coronavirus (COVID-19) as it began to spread globally. On March 11, 2020, the World Health Organization declared the COVID-19 virus a pandemic and Governor Baker declared a State of Emergency for Massachusetts.^{28 29} All non-essential businesses were ordered to close their physical workplaces on March 24th to reduce virus transmission, impacting most sectors of the economy. As a result of these efforts, travel activity declined significantly, including travel by transit.^{30 31}

Massachusetts began its four-phase reopening plan in May 2020, to progressively allow businesses, services, and activities to resume based on public health guidance.³² Using key public health indicators to direct the phased re-opening, Massachusetts proceeded to the final phase, Phase IV, “New Normal,” in March of 2021. On May 29, 2021, widespread availability of vaccines led to the suspension of COVID-19 restrictions and the lifting of capacity constraints for all industries and businesses.³³ In addition to the phased state requirements, President Biden issued an Executive Order in January 2021 mandating the use of masks on transit systems. The national mask requirement is currently set to expire on March 18, 2022.³⁴ As such, the state of Massachusetts has maintained the face-covering requirement for public and private transportation despite the lifting of the State of Emergency on June 15, 2021.³⁵

Though this report only covers FY2021, or the July 2020 to June 2021 timeframe, note that at the start of FY2022, the CDC released updated guidance in response to the B.1.617.2 (Delta) variant, a more infectious and transmissible strain of the COVID-19 virus. The guidance urged for increased vaccination coverage and recommended the use of masks in public indoor places in areas of substantial or high transmission, regardless of vaccination status.³⁶ Effective July 30, 2021, the Commonwealth issued a new mask advisory that followed the CDC’s guidance, advising all unvaccinated individuals to continue to wear masks when indoors and fully vaccinated individuals to wear a mask when indoors if said individual has a weakened immune system, underlying medical condition or is at risk for severe disease.³⁷ In response to the spread of the emerging B.1.1.529 (Omicron) variant, another highly transmissible strain of the virus detected November 2021, the Commonwealth now advises that, effective December 21, 2021, all residents, regardless of vaccination status, should wear a mask while indoors (and not in your own home).³⁸ At the time of the submission of this report, the Omicron variant is the dominant variant of the

²⁸ Centers for Disease Control and Prevention. “CDC Museum COVID-19 Timeline.”

(<https://www.cdc.gov/museum/timeline/covid19.html>)

²⁹ Commonwealth of Massachusetts. “COVID-19 State of Emergency.” (<https://www.mass.gov/info-details/covid-19-state-of-emergency>)

³⁰ Eno Center for Transportation. “COVID’s Differing Impact on Transit Ridership.” (<https://www.enotrans.org/article/covids-differing-impact-on-transit-ridership/>)

³¹ StreetsBlog USA. “People Are Still Riding the Bus During COVID-19 – and We Need to Protect Them.” (<https://usa.streetsblog.org/2020/04/30/covid-19-hasnt-impacted-bus-ridership-which-creates-a-huge-post-crisis-challenge/>)

³² Commonwealth of Massachusetts. “Reopening Massachusetts.” (<https://www.mass.gov/info-details/reopening-massachusetts>)

³³ Commonwealth of Massachusetts. “Reopening Massachusetts.” (<https://www.mass.gov/info-details/reopening-massachusetts>)

³⁴ Federal Transit Administration. “Federal Mask Requirement for Transit.” (<https://www.transit.dot.gov/TransitMaskUp>)

³⁵ Massachusetts Department of Transportation. “MassDOT Mobility Dashboard.” (<https://mobility-massdot.hub.arcgis.com>)

³⁶ Centers for Disease Control and Prevention. “Delta Variant.” (<https://www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html>)

³⁷ Commonwealth of Massachusetts. “COVID-19 Mask Requirements.” (<https://www.mass.gov/info-details/covid-19-mask-requirements>)

³⁸ Commonwealth of Massachusetts. “COVID-19 Mask Requirements.” (<https://www.mass.gov/info-details/covid-19-mask-requirements>)

coronavirus in the United States. MassDOT RTD and the RTAs will continue to monitor the impact of COVID-19 variants.

COVID-19 Impacts on RTA Ridership

During the initial stages of the pandemic, public transit providers across the country experienced significant declines in ridership due to widespread closures and reduced operations. When the COVID-19 pandemic began in 2020, national public transit ridership dropped by 70% compared to 2019 levels.³⁹ The widespread closures in Massachusetts caused the fifteen RTAs to experience similar drops in ridership in the final quarter of the fiscal year, with systemwide declines of up to 77% compared to pre-pandemic levels (for additional information on pre- and post-pandemic data comparison, see *Appendix C*). April 2020, the height of the stay-at-home mandate, marked the lowest ridership in the pandemic, with combined RTA ridership drastically declining to approximately 570,000 unlinked passenger trips across the state (Figure 7).

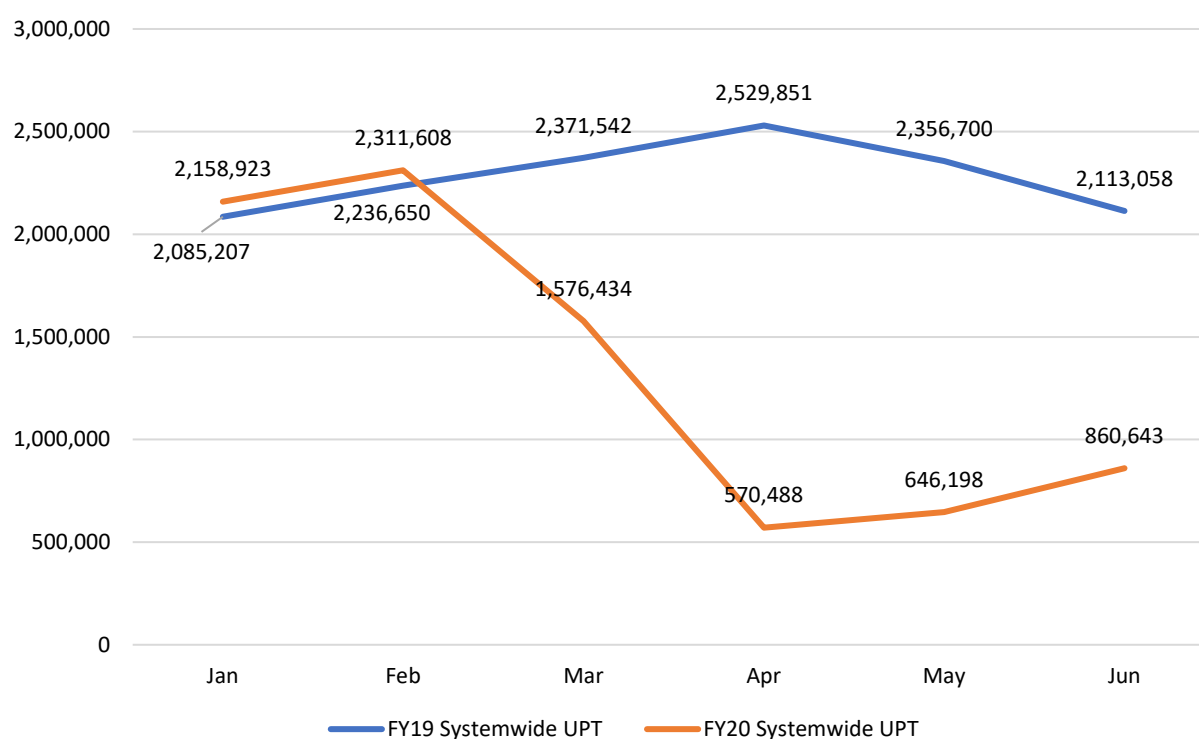


Figure 7: Systemwide (Fixed Route & Demand Response) ridership (UPT) in FY2019 compared to FY2020 for the months of January to June, displaying the lowest ridership points of FY2020.

However, as the state progressed through Phases 1 and 2 of reopening, RTA ridership on both fixed route and demand response services began to rebound from the early pandemic lows (Figure 8).

³⁹ American Public Transportation Association. "The Impact of the COVID-19 Pandemic on Public Transit Funding Needs in the U.S." (<https://www.apta.com/wp-content/uploads/APTA-COVID-19-Funding-Impact-2021-01-27.pdf>)

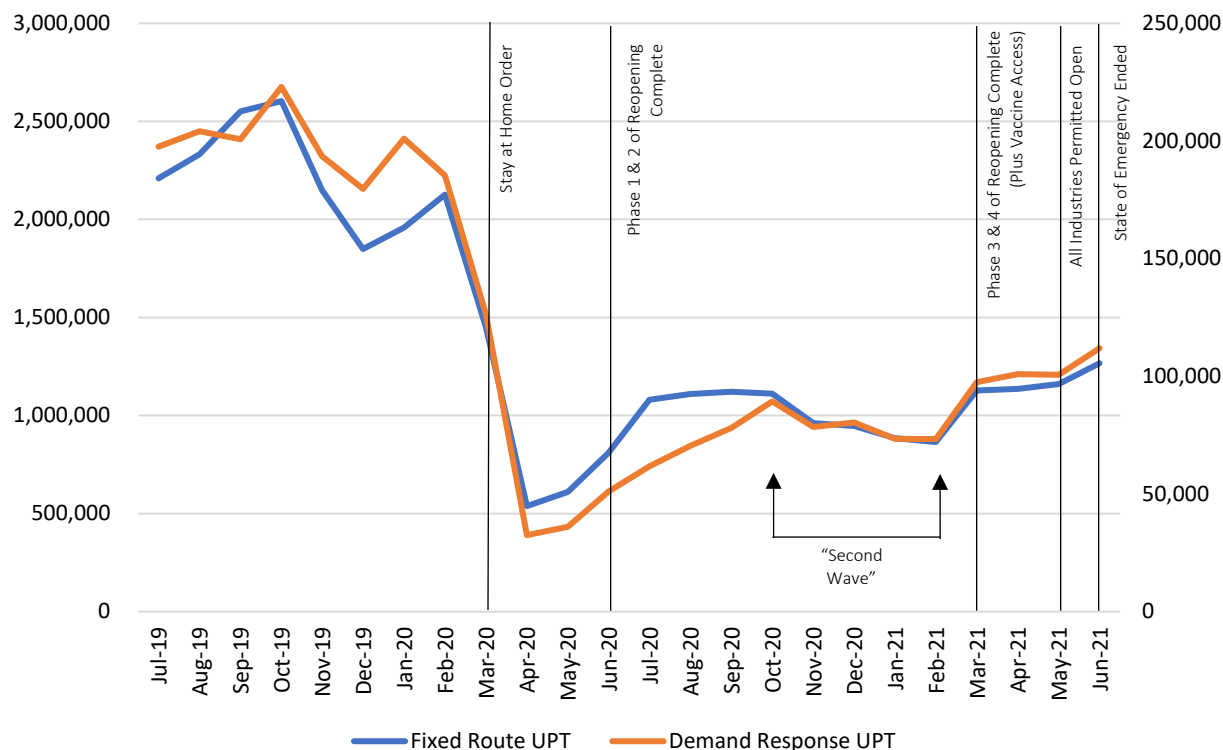


Figure 8: Total RTA FY2020-FY2021 Fixed Route & Demand Response ridership (UPT).

During the initial months of FY2021, the RTAs were consistently supplying approximately one million unlinked passenger trips per month. The second wave of cases in late 2020 and the Delta variant outbreak that began in summer 2021 resulted in slight dips in ridership, however widespread availability of vaccines allowed for ridership to continue to rebound during the last quarter in the fiscal year. Figure 9 demonstrates the trend in ridership for both modes has been positive since April 2020, with June 2021 marking the highest ridership point in FY2021. Preliminary review of the first quarter of FY2022 show that this trend has continued, despite the impacts of the Delta variant (at the time of the submission of this report, MassDOT RTD has not yet received ridership data for the second quarter, which would show any impacts from the Omicron variant). However, even with the overall rebound trend, average RTA systemwide ridership remains 52% below 2019 pre-pandemic levels at the close of the fiscal year.

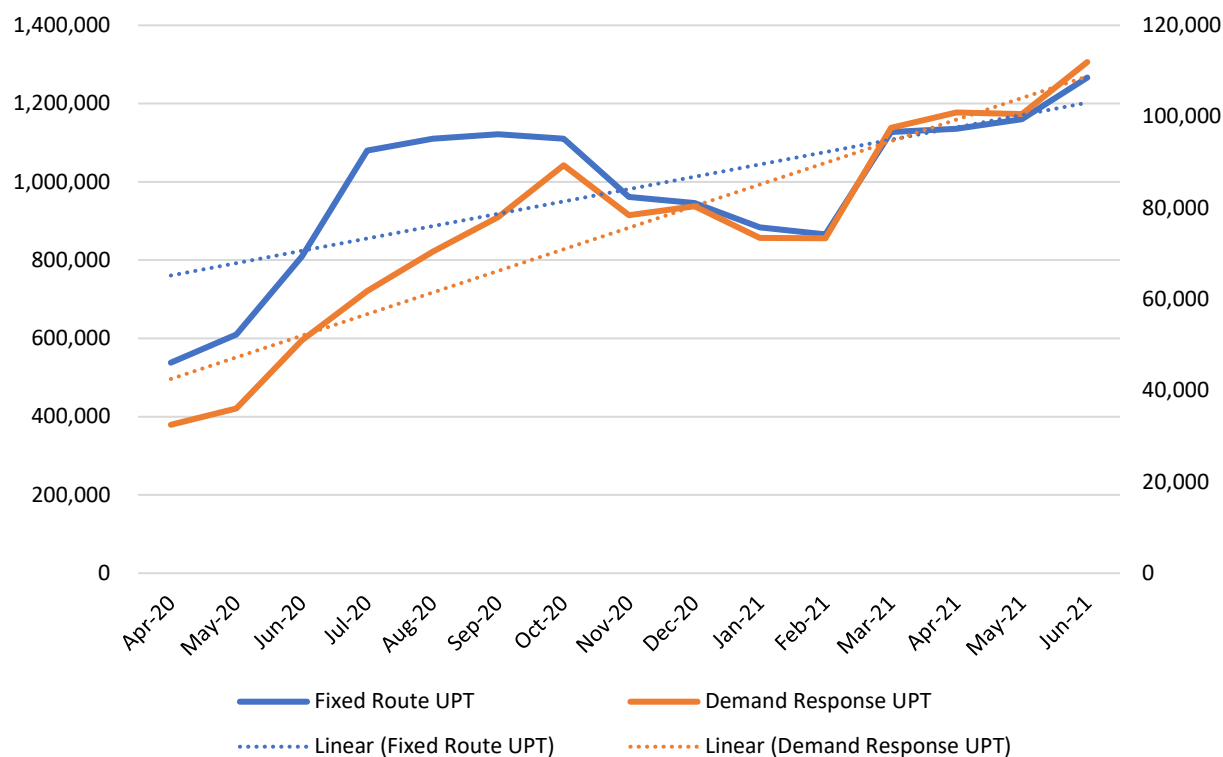


Figure 9: Trend in RTA Fixed Route and Demand Response ridership (UPT) since April 2020, the lowest ridership level of the pandemic.

Throughout the pandemic, the riders who continued to use public transit tended to be riders who primarily used transit services to travel to and from essential workplaces.⁴⁰ For low-wage essential workers, public transit remains an important resource throughout the pandemic.^{41,42} The Massachusetts Bay Transit Authority (MBTA) has also noted the influence of occupation type on ridership. In September 2021, the MassDOT Office of Performance Management and Innovation (OPMI) released a report on MBTA ridership retention during the pandemic. The report measured the extent to which the MBTA’s transit criticality framework reflected ridership retention, as well as the impact of occupational variables. Transit criticality refers to the level at which the MBTA system captures transit ridership by people of color, low-income individuals, and people with limited access to a vehicle.⁴³ The regression analysis showed that transit criticality and access to greater numbers of medical and retail jobs are significant predictors of ridership retention for both bus and rapid transit.

Meanwhile, the exodus of white-collar office workers and higher education students from public transit systems disrupted existing daily ridership patterns. Some RTAs have noted the flattening of ridership demand during the morning and evening peak periods associated with a typical commuter workday, a

⁴⁰ Luyu Liu, et. al 2020, “The impacts of COVID-19 pandemic on public transit demand in the United States”

⁴¹ Riley Sullivan. The Federal Reserve Bank of Boston. September 27, 2021. The COVID-19 Pandemic’s Impact on Public Transportation Ridership and Revenues across New England. (<https://www.bostonfed.org/publications/new-england-public-policy-center-regional-briefs/2021/the-covid-19-pandemics-impact-on-public-transportation-ridership-and-revenues-across-new-england.aspx>)

⁴² Christof Spieler. “COVID-19 devastated public transit, and underscored how indispensable it is.” Rice Kinder Institute for Urban Research. (<https://kinder.rice.edu/urbanedge/2021/04/19/covid-19-devastated-public-transit-and-underscored-how-indispensable-it>)

⁴³ Karl Meakin. 2021. MBTA Ridership during the COVID-19 Pandemic: What Drives Ridership Retention? (<https://massdot.app.box.com/s/j1u2u2e7yiojlx4rcls5cuh46cd0ss67>)

trend that has been observed across the country and by the MBTA.⁴⁴ Additional analysis conducted by OPMI showed that MBTA ridership over the course of the pandemic has been less focused on traditional peak times (8:00AM and 5:00PM) on weekdays.⁴⁵ With increased flexibility in office work hours, especially as telework opportunities continue to be offered to employees, weekday ridership in Massachusetts tends to resemble public transit demand on the weekends. In addition to workforce transportation, local colleges and universities were large drivers of RTA pre-pandemic ridership. The transition to online or hybrid learning in response to the pandemic continued to impact RTA ridership levels through FY2021. However, most higher education institutions have returned to in-person class schedules for the 2021-2022 school year. Early reports from RTAs have noted that routes servicing these institutions have seen increased ridership levels.

COVID-19 Impacts on RTA Finances

RTA revenues were significantly disrupted by the COVID-19 pandemic and the public health efforts to curb community spread of the virus. Decreased RTA ridership, reduced vehicle capacity due to social distancing requirements, and fare collection suspension were all major factors driving the drop in RTA revenues in fiscal year 2021. In particular, the RTA Farebox Recovery Ratios (FRR), were negatively impacted by the pause in fare collection. April 2020 and June 2020 marked the lowest FRR for Fixed Route and Demand Response, respectively, with both ratios dropping below 5%, as shown in Figure 10. In FY2019, RTAs averaged an 16.0% recovery for fixed route, and an 10.2% recovery for demand response.

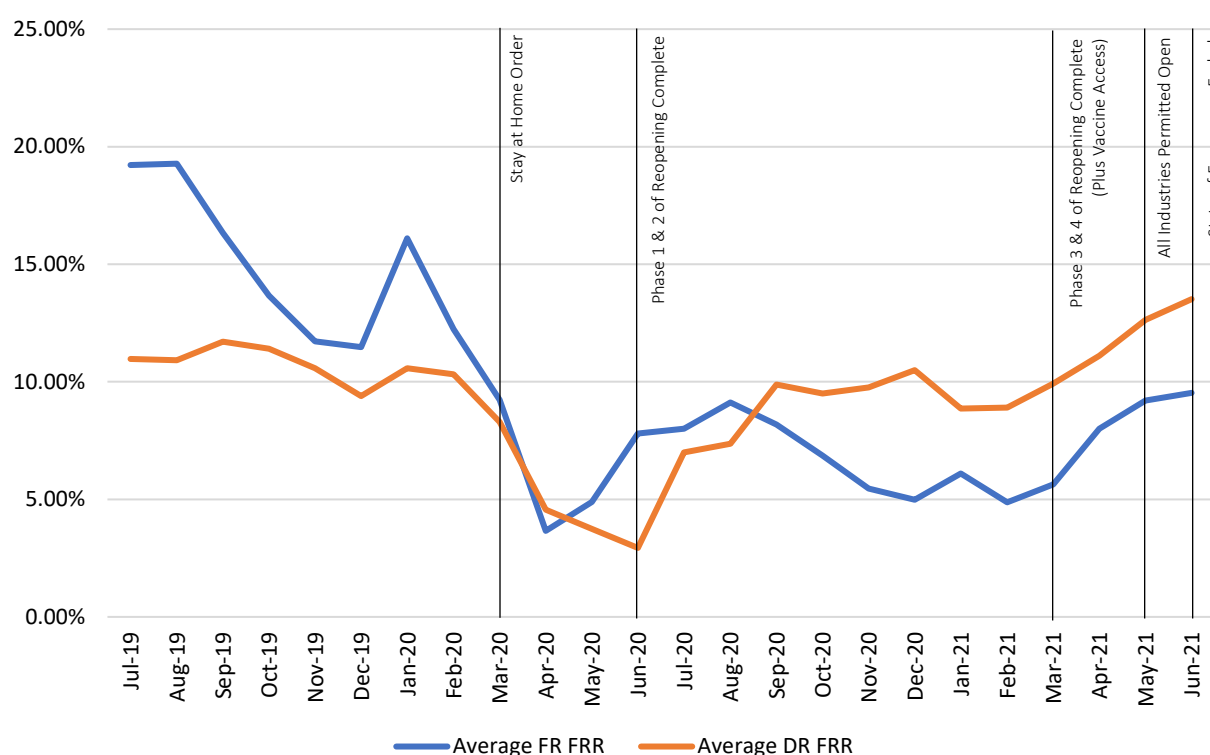


Figure 10: RTA Average Fixed Route & Demand Response FY2020-FY2021 FRR.

⁴⁴ Riley Sullivan. The Federal Reserve Bank of Boston. September 27, 2021. The COVID-19 Pandemic's Impact on Public Transportation Ridership and Revenues across New England. (<https://www.bostonfed.org/publications/new-england-public-policy-center-regional-briefs/2021/the-covid-19-pandemics-impact-on-public-transportation-ridership-and-revenues-across-new-england.aspx>)

⁴⁵ OPMI Data Blog. "Just How 'Peak' are (Pre-Pandemic) Peaks in Demand?" (<https://massdottracker.com/datablog/?p=1200>).

Although most RTAs installed driver safety shields, sometimes even temporary barriers made from shower curtains, and resumed fare collection during the reopening phases, the timeline for reinstating fares varied by RTA. Currently, the average fixed route RTA farebox recovery ratios remaining at 7.4%, which is 8.6% below pre-pandemic levels, with the average demand response ratios remaining at 9.9%, or 0.3% below pre-pandemic levels. In addition to the revenue challenges faced by the RTAs, the pandemic also caused operating expenses to increase. The provision of personal protective equipment (PPE) for drivers and other personnel combined with the added costs for rapid testing of employees, cleaning and disinfecting equipment, increased fuel costs and costs associated with employees on sick leave due to exposure to or contraction of the COVID-19 virus, are the main drivers of these increases.

To mitigate revenue losses and strengthen the RTAs' financial sustainability, the Commonwealth increased State Contract Assistance Funding in both fiscal year 2021 and 2022. Significant Federal COVID-19 relief funding continues to offset RTAs' reduced fare revenues and pandemic-related cost increases (Figure 11).

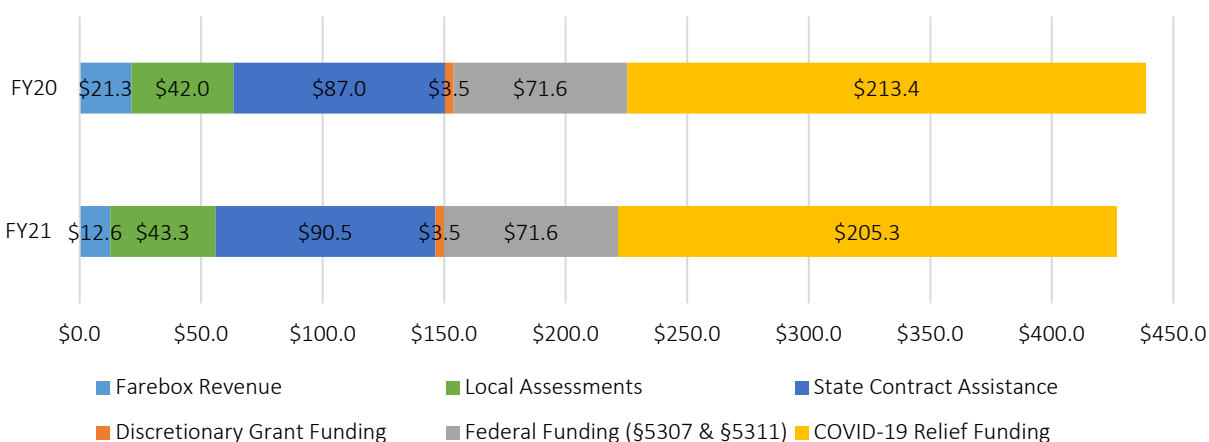


Figure 11: FY2020 and FY2021 operating revenues, including one time COVID-19 relief funding.

With this increased funding, RTAs have been able to avoid employee layoffs and furloughs and continue to deliver the critical services that their regions depend on. (See *Appendix D* for additional detail on COVID-19 relief funding allocations from FFY2020 and FFY2021). The recently enacted federal Infrastructure Investment and Jobs Act (IIJA) is also expected to provide additional funding, as well as significant competitive grant opportunities, to RTAs over the next five years to increase public transit investment and support COVID-19 recovery. MassDOT and the RTAs will continue to maintain a strong focus on financial planning to maximize available federal, state, and local resources. A new requirement for FY2022 includes a submission of each RTA's 3-5 year financial plan, a document that is updated annually and provided to FTA during a transit agency's triennial review. The financial plans will provide a comprehensive view of each RTA's sources and uses, including projected use of COVID-19 relief funds. MassDOT RTD intends to use these documents to help determine the lasting financial impacts of the pandemic, as well as to provide a clear picture on how long the one-time relief funds are expected to last.

Looking Forward

Throughout the pandemic, the RTAs have continued to adapt to community needs and deliver on their critical mission of providing transportation for essential services, including operating routes to testing sites and vaccine providers, and assisting with meal delivery for elderly and disabled residents in their regions. RTAs have also used real time data to adjust and optimize services in response to shifting

customer demand and community needs, all while complying with the Commonwealth's COVID-19 health and safety requirements and protocols. To support public health goals, the RTAs have also deployed mobile and account-based ticketing applications, installed permanent driver barriers and air purification systems on vehicles, and improved stations to provide outdoor fare machines and service counters in addition to installing heaters to warm riders waiting at bus stops. RTAs continue to utilize enhanced cleaning protocols for vehicles and common areas and to require the use of masks for both employees and riders, providing masks to those who need it. Many systems have utilized extensive marketing techniques, educational campaigns and informative flyers posted on buses that remind riders of mask requirements, social distancing and virus transmission prevention techniques.

Now, as COVID-19 vaccines are readily available, the RTAs are focusing their efforts on recovery. Guided by the recently published Comprehensive Regional Transit Plans (CRTPs), RTAs are utilizing route and ridership data to make critical operational and financial decisions to better align service delivery with customer needs while identifying operational efficiencies and cost reductions. Examples include the purchase of Automated Passenger Counters (APCs), planning and feasibility studies for network redesign, expansion of flexible transit options and bus stop and facility improvements. RTAs continue to work closely with local businesses, educational institutions, and other stakeholders, including local Councils on Aging (COAs), to further address customer needs and attract new revenues. Several systems have launched online or media-based public outreach and marketing campaigns to advertise transit services following the re-opening of the state. Others have deployed real-time vehicle tracking platforms, either through mobile apps or "smart" signs at intermodal facilities, to provide customers with information on real-time bus arrival and departures. In addition, despite the challenges of the pandemic, many RTAs have continued to implement state of good repair asset replacement goals, with the purchase of electric buses (Vineyard Transit Authority and the Pioneer Valley Transit Authority), the replacement of maintenance facilities (Franklin Regional Transit Authority), station improvements (Lowell Regional Transit Authority) as well as other capital projects.

One continuing challenge on the road to recovery is workforce availability. Nationally, the transportation industry is facing a workforce shortage, an impact that has been felt by the RTAs, the MBTA and other transportation providers in Massachusetts and has been exacerbated by the COVID-19 pandemic. Transit agencies are struggling with both recruitment and retention, particularly for skilled bus driver positions, as health concerns related to the COVID-19 pandemic have driven potential employees away.⁴⁶ Furthermore, the workforce is aging, and retirement of employees has played a key role in the shortage of bus drivers. Lack of appropriate staffing levels has forced some RTAs to temporarily reduce or suspend service on low ridership routes or to increase headways during peak service to appropriately distribute the workforce.⁴⁷ RTAs are still seeing increases in overtime in current drivers to meet current schedules. A few RTAs have even reported pulling staff from dispatch, oversight, or administrative offices to cover runs and ensure continued service. Others have transitioned low ridership routes from large buses to smaller vehicles. Smaller transit vehicles are generally less expensive and typically do not require a Commercial Driver's License (CDL), which require considerable training and expense to acquire. RTAs are actively researching and developing creative strategies to retain and recruit additional staff, using techniques such as on-staff recruiters, signing and referral bonuses, paid training periods, and increased advertising, as well as a reexamination of the wage and benefit structure for employees. Ultimately, the sector will need to make transportation employment opportunities more attractive than other industries,

⁴⁶ Community Transportation Association of America (CTAA). 2021. Public Transportation's Response to the COVID-19 Pandemic and How It Shapes Transit's Future. (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit_updated.pdf).

⁴⁷ MassLive Media. "Bus schedules at Five Colleges modified due to driver shortage." (<https://www.masslive.com/umass/2021/08/bus-schedules-at-five-colleges-modified-due-to-driver-shortage.html>)

particularly to younger potential employees. This includes designing competitive wages, opportunities for advancement and flexible scheduling, such as 4-day work weeks.

In addition to the post-pandemic challenges related to workforce shortages, there still remains much uncertainty about the path to recovery in the public transit sector. The pandemic accelerated trends toward remote or hybrid options for work and school, healthcare, shopping, and entertainment. This shift toward virtual services is expected to continue post-pandemic, impacting both travel patterns and the demand for public transit services. According to the Massachusetts Competitive Partnership, participating employers expect 32% of their workforce to remain mostly or fully remote post-pandemic compared to 6% of their workforce in 2019.⁴⁸ While hybrid and remote options for work, school, and leisure will almost certainly pose challenges for public transit, there are also ample opportunities for the sector to innovate to meet customer needs.⁴⁹ As agencies continue to move forward in the wake of the pandemic, FTA has provided the following guidance for opening, restoring, and expanding transit service⁵⁰:

- Focus service on key routes for essential workers and adjust service to support schedules of essential services.
- Provide alternative service in areas where regular service is not yet restored or to supplement fixed route transit service, such as flexible on-demand transit (e.g., microtransit).
- Implement service frequency adjustments to match demand and address capacity limits.
- Take advantage of lower ridership and reduced service to expedite or expand maintenance, construction, and capital projects.
- Restore confidence in the safety of transit service by communicating steps taken to ensure the safe restoration of service, particularly focusing on cleaning and disinfecting, face coverings, social distancing, service changes and contactless fare payment.
- Survey customers on their current transportation patterns and modes, as well as their future transportation plans, COVID-19 concerns, and overall customer experience.

The Community Transportation Association of America (CTAA) also recommends that transit agencies should make public health a particular focus by promoting transit access to medical services, mental health services, healthy food, and outdoor recreation. CTAA notes that systems that provide more frequent and reliable transit service to hospitals or other medical services are also working to improve public health outcomes by strengthening community access to healthcare, particularly for historically underserved community members.

Despite continuing uncertainties in ridership levels, the flattening of traditional peak travel times related to increased flexibility in typical 9-5 employment opportunities provide a new opportunity for transit agencies to redesign their service in the wake of the pandemic. By adding additional service during off-peak hours to provide a more consistent span of service that is geared to the every-day user, rather than the weekday commuter, transit agencies can better serve riders making non-work-related trips.⁵¹ Agencies can also change their focus from commuter-oriented routes to more community-centric routes, providing residents with more frequent service and access to points of interest within their own

⁴⁸ Massachusetts Competitive Partnership (MACP). "MACP COVID-19 Remote Work Survey Results." June 2021. (<https://www.masscompetes.org/covid-survey-june-2021>)

⁴⁹ PBS News Hour. "Covid-19 Changed Public Transportation. Here's how." (<https://www.pbs.org/newshour/nation/public-transit-post-pandemic>)

⁵⁰ Federal Transit Administration. "COVID-19 Recovery Practices in Transit." (<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-10/TSO-COVID-19-Recovery-Practices-in-Transit-20210924-v9-2.pdf>)

⁵¹ OPMI Data Blog. "Just How 'Peak' are (Pre-Pandemic) Peaks in Demand?" (<https://massdottracker.com/datablog/?p=1200>).

community.⁵² In theory, this movement away from traditional commuter-based service models could entice new ridership, and also reduce operating costs associated with split shifts to cover the morning and evening peaks, and appeal to potential employees looking for more conventional work hours.

Through state-funded grant programs, including the Discretionary Grant Program that provided competitive operating dollars directly to the RTAs from FY2019 to FY2021, several RTAs have embarked on pilot programs to test innovative solutions to local mobility challenges here in Massachusetts, both pre- and post-pandemic. Selected projects allow for RTAs to test technology improvements, service evaluation and program redesign. Past projects include marketing campaigns, evening or express service pilots, route enhancements or adjustments (e.g., increased frequency, additional buses to busy routes), mobile ticketing options and online reservation systems for demand responsive services. In the most recent Discretionary Grant round, several RTAs received funding for projects to assist with the continuing impacts of the COVID-19 pandemic. For example, the Brockton Area Transit Authority (BAT) received funding to subsidize the Brockton Commuter Rail Fare Initiative to offer a reduced Commuter Rail fare for Brockton residents to allow for adequate physical distancing on Boston-bound buses.

A notable use of state program funds is through the deployment of microtransit services. Microtransit fills the gap between traditional fixed routes, addressing the first mile/last mile problem, providing greater flexibility than demand-responsive services, connecting service to the larger transit network and improving transit service coverage. There is no “one-size-fits-all” approach to microtransit, as the service can be designed for specific communities or environments, making it an especially more cost-effective service delivery model for lower density areas. As of FY2021, 11 RTAs have added a total of 14 microtransit programs (nine of which received start-up funding from the Discretionary Grant Program) as an additional service option for their communities. For some RTAs, the flexibility offered by these programs allowed for continued provision of trips to essential workers despite a lack of fixed route service during the necessary reductions related to the COVID-19 pandemic. Other RTAs have replaced low-performing routes, both year-round and seasonal routes, with microtransit services instead to increase the efficiency of service delivery in these areas, or are utilizing microtransit to fill empty seats on demand response vehicles, to improve their overall productivity.

Globally, transportation experts are focused on developing strategies for pandemic recovery. In August 2021, the FTA published “America’s Open and Transit’s Open,” a report covering best practices for pandemic recovery.⁵³ One recommendation from the report is that providers perform system design reviews to ensure that transit is accessible to current and new riders. Other resources had similar suggestions, including bolstering service to neighborhoods with already high public transit use, measuring community access to destinations, and focusing on core services like accessibility, frequency, and reliability.⁵⁴ ⁵⁵ The FTA report also encouraged public transit agencies to leverage partnerships to develop innovative solutions for fare programs and trip bundling. Similarly, other sources suggested that providers work with organizations creating digital technologies and implementing data-driven planning and operations platforms.⁵⁶ Finally, the FTA calls on transit providers to use pandemic recovery as a chance to

⁵² Community Transportation Association of America (CTAA). 2021. Public Transportation’s Response to the COVID-19 Pandemic and How It Shapes Transit’s Future. (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit_updated.pdf).

⁵³ The Federal Transit Administration. FTA America’s Open and Transit’s Open: Final Report. (<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

⁵⁴ Politico. “Policy Hackathon: Can Public Transit Recover from Covid-19?” (<https://www.politico.com/news/2021/05/27/covid-public-transit-hackathon-489983>)

⁵⁵ Bloomberg CityLab. “Four Ways Transit Can Lure Back Post-Covid Commuters.” (<https://www.bloomberg.com/news/articles/2021-06-16/transit-needs-to-compete-for-post-covid-commuters>)

⁵⁶ McKinsey & Company. “The Future of Urban Transit: A Conversation with Leaders from Uber and Via” (<https://www.mckinsey.com/business-functions/operations/our-insights/the-future-of-urban-transit-a-conversation-with-leaders-from-uber-and-via>)

address embedded equity issues, climate change, and pursue transit-oriented development opportunities.

Across the nation, trends in public transit ridership show that local bus services rebounded more quickly than commuter bus, intercity rail, and rapid transit services. According to the FTA, bus riders on local bus systems have fewer transportation options to get around and continued to ride the bus despite fears of infection from COVID-19.⁵⁷ This trend toward stronger local bus ridership is a positive sign for RTAs as they strive to recover to pre-pandemic levels of ridership. Figure 12 shows the percent change in monthly modal RTA ridership relative to the pre-pandemic levels of FY2019. At the close of FY2021, the percent change in ridership for fixed route and demand response had rebounded to -34% and -41%, respectively. As detailed by the Federal Reserve Bank of Boston in its September 27, 2021, report on the COVID-19 pandemic's impact on ridership and revenue across New England, the RTAs are trending in the same direction as other New England bus systems. The Federal Reserve attributes the higher level of local bus and demand response ridership, in comparison to local rail or commuter bus, to "... riders who use those services having fewer options compared with other communities."⁵⁸

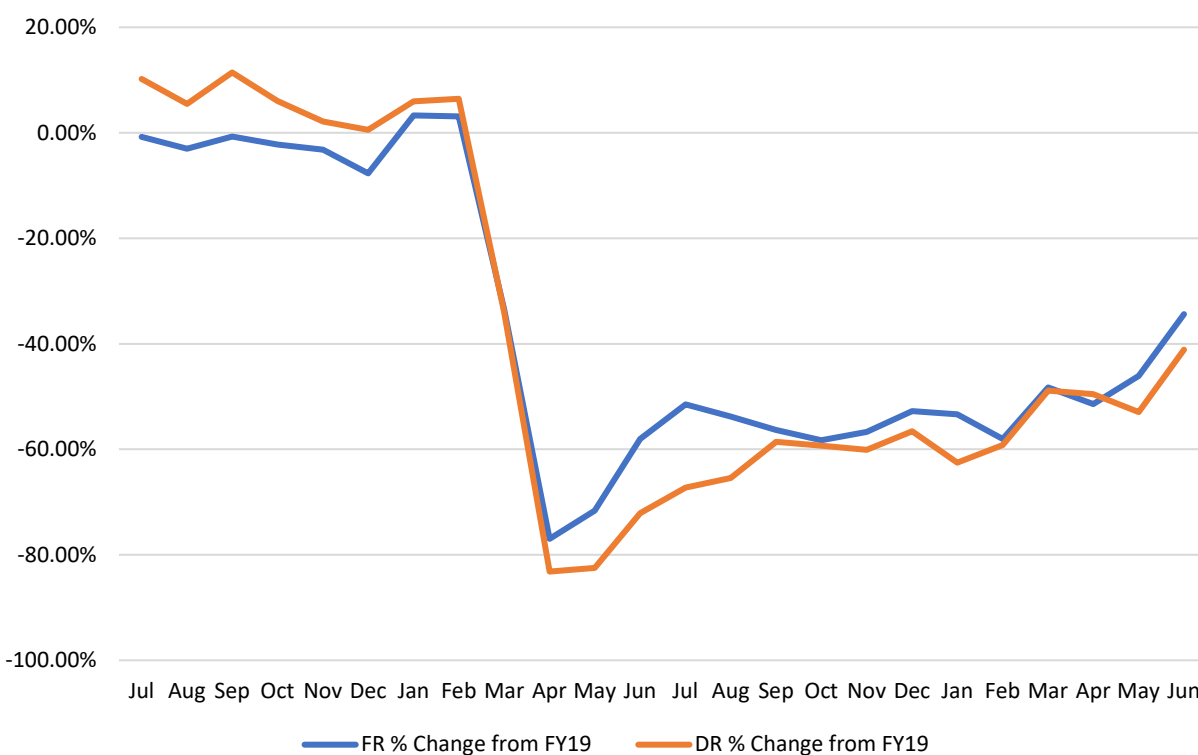


Figure 12: Percent changed in FY2020 & FY2021 monthly modal RTA ridership relative to pre-pandemic levels (FY2019).

Although RTA ridership dropped sharply during the pandemic, several RTAs were recognized in the FTA's "America's Open and Transit's Open Final Report" for their June 2021 ridership levels. The Southeastern

⁵⁷ The Federal Transit Administration. FTA America's Open and Transit's Open: Final Report.

(<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

⁵⁸ Riley Sullivan. The Federal Reserve Bank of Boston. September 27, 2021. The COVID-19 Pandemic's Impact on Public Transportation Ridership and Revenues across New England. (<https://www.bostonfed.org/publications/new-england-public-policy-center-regional-briefs/2021/the-covid-19-pandemics-impact-on-public-transportation-ridership-and-revenues-across-new-england.aspx>)

Regional Transit Authority (SRTA) had a 78% recovery of ridership and Worcester Regional Transit Authority (WRTA) was at 82% recovery compared to June 2019 ridership. Both SRTA and WRTA are among the top 50 transit agencies for ridership recovery for urban areas with a population of less than one million. Cape Ann Transit Authority (CATA) had a 73% recovery compared to 2019 and was included in the top 50 transit agencies for urban areas with a population greater than one million.⁵⁹ SRTA took several steps to improve performance during the pandemic, including implementing an express intercity service between its two terminals using funding from the Discretionary Grant Program, as well as expanding evening service on several routes that serve large shopping and employment centers and implementing route alignment and travel time adjustments to better match service needs. WRTA credits its ridership return to the Authority's efforts to restore service to pre-pandemic levels as quickly as possible, while diligently working to make sure riders knew the buses were safe, clean, and reliable. WRTA also prioritized the use of the COVID-19 relief funds to increase service on four of the most popular fixed routes to provide 20-minute headway service during peak hours and to extend the hours of operation on these routes to midnight. WRTA feels that these service improvements have worked conjunctly with a suspension of WRTA's fare policy since the height of the pandemic to increase ridership to its service area. CATA attributes its recovery to a partnership with the MBTA during the Gloucester Drawbridge Construction Project. Using CATA and MBTA vehicles, CATA has provided shuttle service to offset the impacts of the construction on the MBTA Commuter Rail, an example of two transit agencies working together to efficiently move customers and best utilize available resources. The shuttle service ridership account for approximately 50% of CATA's fixed route ridership in FY2021.

Both MassDOT and the RTAs value the performance management data and insights provided through the bilateral MOUs and are committed to ensuring that transit service continues to work towards recovery, not only in returning to pre-pandemic levels of ridership, but also in responding to customer needs and adapting service to be more accessible and more appealing to a variety of riders. As the transit industry continues to evolve post-pandemic, RTAs recognize that data collection and analysis of key metrics will be crucial. Ultimately, for the RTAs, future success will depend on the provision of flexible, reliable, equitable, innovative, and community-centric transportation solutions, and data collection and analysis of key metrics will continue to be critical to this effort.⁶⁰

⁵⁹The Federal Transit Administration. FTA America's Open and Transit's Open: Final Report. (<https://www.transit.dot.gov/about/americas-open-and-transits-open-final-report>)

⁶⁰CTAA. "Public Transportation's Response to the Covid-19 Pandemic and How it Shapes Transit's Future." (https://ctaa.org/wp-content/uploads/2021/07/CTAA_Vaccine_Transit.pdf).



Universal Performance Metric Analysis

Unlinked Passenger Trips (UPT)

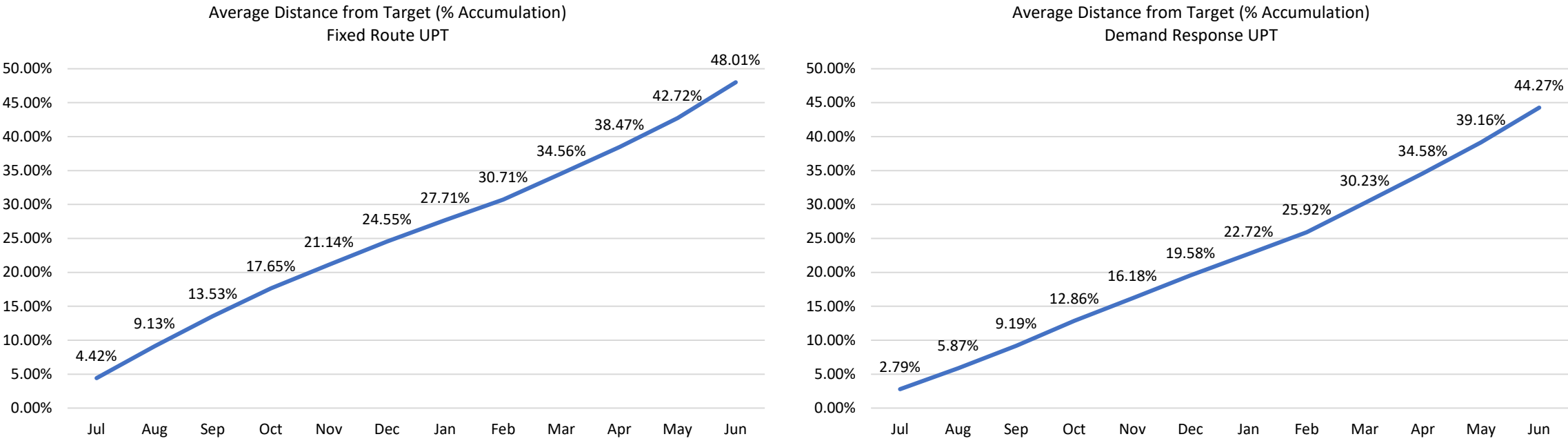
Unlinked Passenger Trips (UPT): this metric represents the total passenger boardings across an agency’s operations, no matter how many vehicles the person may have used to travel from origin to destination. UPT is critical to understanding ridership trends and travel demand. Because the target value for UPT is reported as an **accumulation (accum.)** over the fiscal year, the year-to-date actual UPT values were compared against their respective target values. Those UPT values that were calculated to be **less than 100% of the target value were formatted blue**, and those UPT values that were calculated to be **more than 100% of the target value were formatted in green**. This metric was calculated for Fixed Route service, Demand Response service, as well as System Wide.

FY21 Fixed Route Unlinked Passenger Trips (UPT) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	2,405,040	102,225	115,976	104,819	323,020	104,069	89,062	86,467	279,598	77,924	72,586	97,150	247,660	96,986	98,220	102,468	297,674	1,147,952	2,466,511	46.54%
BRTA	533,095	26,455	29,309	27,466	83,230	29,672	24,306	25,334	79,312	22,611	23,126	29,280	75,017	30,430	28,643	30,468	89,541	327,100	532,838	61.39%
CATA	192,864	11,242	12,103	12,163	35,508	12,519	10,708	9,806	33,033	10,026	8,895	12,317	31,238	12,217	13,617	14,270	40,104	139,883	204,609	68.37%
CCRTA	614,144	50,491	51,221	37,798	139,510	29,492	26,987	24,150	80,629	22,899	20,846	25,851	69,596	26,641	31,895	48,583	107,119	396,854	626,427	63.35%
FRTA	126,308	2,741	2,629	2,789	8,159	2,795	2,544	3,025	8,364	2,523	2,452	3,012	7,987	3,138	3,153	3,752	10,043	34,553	131,140	26.35%
GATRA	729,400	30,318	29,187	29,016	88,521	25,987	24,505	24,026	74,518	22,430	23,694	24,812	70,936	25,930	28,436	26,804	81,170	315,145	788,950	39.94%
LRTA	1,411,149	39,062	42,817	47,485	129,364	49,103	43,626	43,340	136,069	40,552	37,377	48,499	126,428	47,004	49,648	50,321	146,973	538,834	1,500,799	35.90%
MART	537,050	19,070	20,073	25,497	64,640	24,190	19,519	19,231	62,940	17,677	16,341	21,452	55,470	20,567	20,374	21,431	62,372	245,422	564,225	43.50%
MVRTA	1,949,819	41,259	62,524	76,794	180,577	97,628	87,804	83,854	269,286	77,530	72,432	96,764	246,726	92,524	98,991	106,769	298,284	994,873	1,969,367	50.52%
MWRTA	557,945	14,180	12,989	18,626	45,795	21,288	17,990	18,025	57,303	15,580	14,615	14,913	45,108	14,843	13,623	14,740	43,206	191,412	570,000	33.58%
NRTA	287,493	24,977	29,429	17,436	71,842	8,011	4,087	2,858	14,956	2,597	2,224	3,316	8,137	4,988	10,457	32,403	47,848	142,783	330,000	43.27%
PVTA	10,570,619	349,179	313,894	334,206	997,279	334,529	286,516	278,699	899,744	271,459	281,883	368,789	922,131	380,081	350,901	335,041	1,066,023	3,885,177	10,706,000	36.29%
SRTA	2,678,002	115,202	122,943	140,314	378,459	149,038	134,714	136,216	419,968	128,308	121,770	159,455	409,533	153,246	153,094	151,567	457,907	1,665,867	2,714,638	61.37%
VTA	1,347,337	95,681	97,464	62,837	255,982	33,792	20,400	16,102	70,294	15,302	14,034	20,062	49,398	27,735	50,664	103,619	182,018	557,692	1,360,810	40.98%
WRTA	3,131,000	157,910	167,921	184,638	510,469	188,516	168,442	174,879	531,837	156,673	153,299	202,017	511,989	198,886	208,308	224,272	631,466	2,185,761	3,180,000	68.73%

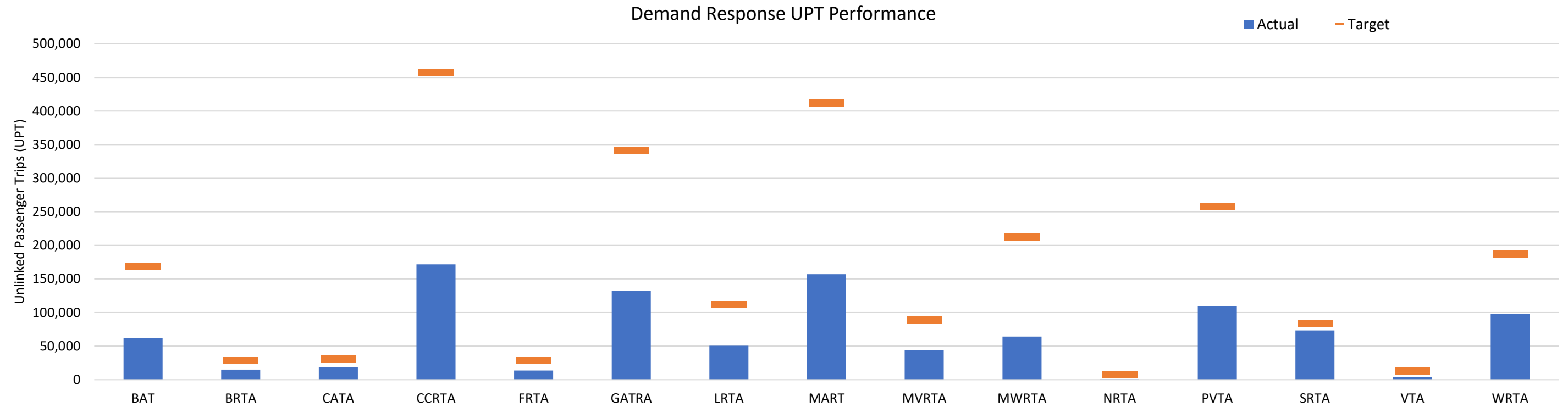
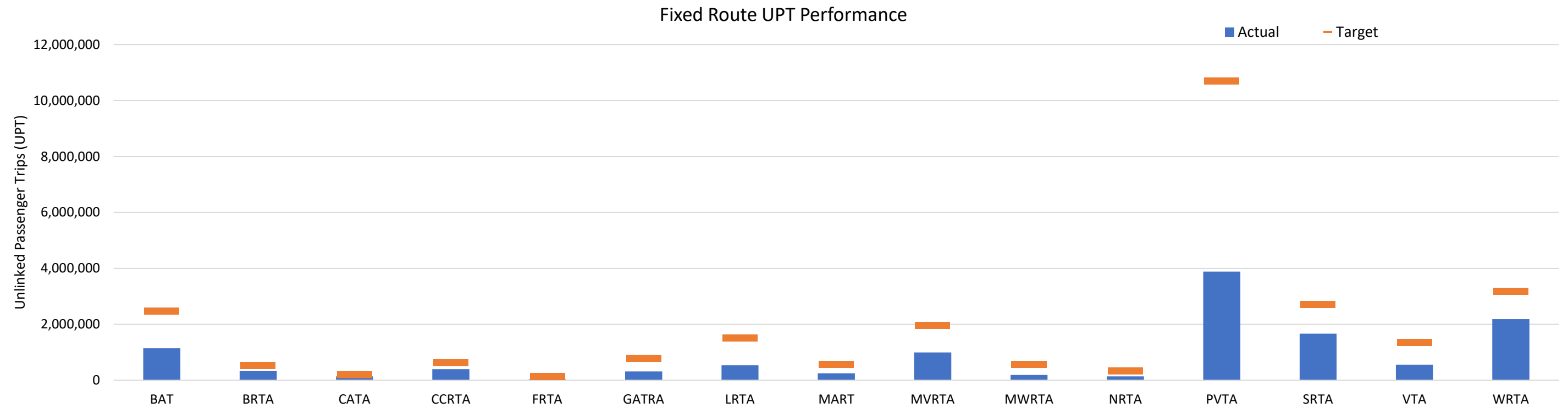
FY21 Demand Response Unlinked Passenger Trips (UPT) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	167,843	3,858	3,896	4,701	12,455	5,919	5,356	5,185	16,460	4,086	4,425	6,049	14,560	5,724	5,881	6,711	18,316	61,791	168,783	36.61%
BRTA	28,300	1,077	1,005	1,057	3,139	1,164	1,109	1,124	3,397	1,123	1,143	1,553	3,819	1,586	1,458	1,556	4,600	14,955	28,343	52.76%
CATA	29,116	1,232	1,265	1,238	3,735	1,335	1,291	1,172	3,798	1,161	1,253	1,791	4,205	1,702	2,509	3,113	7,324	19,062	30,889	61.71%
CCRTA	457,105	7,430	10,876	12,383	30,689	15,206	13,540	14,561	43,307	13,394	14,044	13,295	40,733	18,153	19,083	19,905	57,141	171,870	457,105	37.60%
FRTA	27,400	725	774	876	2,375	1,017	885	964	2,866	910	1,055	1,471	3,436	1,486	1,722	1,801	5,009	13,686	28,507	48.01%
GATRA	307,650	8,221	9,887	10,866	28,974	11,046	9,621	9,838	30,505	9,749	10,008	13,582	33,339	13,814	11,102	14,800	39,716	132,534	342,000	38.75%
LRTA	111,166	3,258	3,642	4,003	10,903	3,225	4,086	3,857	11,168	3,591	3,774	4,998	12,363	5,291	5,234	5,787	16,312	50,746	111,722	45.42%
MART	396,422	9,379	9,619	10,905	29,903	15,746	12,344	12,774	40,864	11,374	9,802	17,486	38,662	15,239	15,324	17,158	47,721	157,150	412,437	38.10%
MVRTA	87,015	2,678	3,014	3,520	9,212	3,934	3,585	3,475	10,994	3,098	3,117	4,152	10,367	4,173	4,384	4,691	13,248	43,821	88,763	49.37%
MWRTA	212,228	4,289	4,668	5,302	14,259	5,707	5,040	4,964	15,711	4,294	4,332	5,764	14,390	6,405	6,397	7,037	19,839	64,199	212,228	30.25%
NRTA	7,361	47	73	92	212	79	50	30	159	18	30	35	83	38	81	127	246	700	7,500	9.33%
PVTA	261,007	7,255	8,007	8,923	24,185	9,622	8,142	8,132	25,896	7,996	7,837	10,651	26,484	10,629	10,825	11,430	32,884	109,449	258,397	42.36%
SRTA	66,463	5,086	5,402	5,573	16,061	6,524	5,723	6,416	18,663	5,632	5,743	6,934	18,309	6,906	6,709	6,760	20,375	73,408	83,350	88.07%
VTA	13,160	221	298	251	770	263	250	356	869	391	327	496	1,214	479	506	568	1,553	4,406	13,300	33.13%
WRTA	184,000	7,025	8,004	8,319	23,348	8,550	7,393	7,517	23,460	6,634	6,460	9,270	22,364	9,276	9,373	10,512	29,161	98,333	187,000	52.58%

FY21 Systemwide Unlinked Passenger Trips (UPT) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	2,572,883	106,083	119,872	109,520	335,475	109,988	94,418	91,652	296,058	82,010	77,011	103,199	262,220	102,710	104,101	109,179	315,990	1,209,743	2,635,294	45.91%
BRTA	561,395	27,532	30,314	28,523	86,369	30,836	25,415	26,458	82,709	23,734	24,269	30,833	78,836	32,016	30,101	32,024	94,141	342,055	561,181	60.95%
CATA	221,980	12,474	13,368	13,401	39,243	13,854	11,999	10,978	36,831	11,187	10,148	14,108	35,443	13,919	16,126	17,383	47,428	158,945	235,499	67.49%
CCRTA	1,165,140	63,269	68,005	56,313	187,587	51,372	46,934	44,613	142,919	42,379	41,050	46,315	135,614	51,746	50,978	75,817	178,541	638,791	1,176,791	54.28%
FRTA	153,708	3,466	3,403	3,665	10,534	3,812	3,429	3,989	11,230	3,433	3,507	4,483	11,423	4,624	4,875	5,553	15,052	48,239	159,917	30.17%
GATRA	1,037,050	38,539	39,074	39,882	117,495	37,033	34,126	33,864	105,023	32,179	33,702	38,394	104,275	39,744	39,538	41,604	120,886	447,679	1,130,950	39.58%
LRTA	1,522,315	42,320	46,459	51,488	140,267	52,328	47,712	47,197	147,237	44,143	41,151	53,497	138,791	52,295	54,882	56,108	163,285	589,580	1,612,521	36.56%
MART	933,472	28,449	29,692	36,402	94,543	39,936	31,863	32,005	103,804	29,051	26,143	38,938	94,132	35,806	35,698	38,589	110,093	402,572	976,662	41.22%
MVRTA	2,036,834	43,937	65,538	80,314	189,789	101,562	91,389	87,329	280,280	80,628	75,549	100,916	257,093	96,697	103,375	111,460	311,532	1,038,694	2,058,130	50.47%
MWRTA	770,173	18,469	17,657	23,928	60,054	26,995	23,030	22,989	73,014	19,874	18,947	20,677	59,498	21,248	20,020	21,777	63,045	255,611	782,228	32.68%
NRTA	294,854	25,024	29,502	17,528	72,054	8,090	4,137	2,888	15,115	2,615	2,254	3,351	8,220	5,026	10,538	32,530	48,094	143,483	337,500	42.51%
PVRTA	10,831,626	356,434	321,901	343,129	1,021,464	344,151	294,658	286,831	925,640	279,455	289,720	379,440	948,615	390,710	361,726	346,471	1,098,907	3,994,626	10,964,397	36.43%
SRTA	2,744,465	120,288	128,345	145,887	394,520	155,562	140,437	142,632	438,631	133,940	127,513	166,389	427,842	160,152	159,803	158,327	478,282	1,739,275	2,797,988	62.16%
VTA	1,360,497	95,902	97,762	63,088	256,752	34,055	20,650	16,458	71,163	15,693	14,361	20,558	50,612	28,214	51,170	104,187	183,571	562,098	1,374,110	40.91%
WRTA	3,315,000	164,935	175,925	192,957	533,817	197,066	175,835	182,396	555,297	163,307	159,759	211,287	534,353	208,162	217,681	234,784	660,627	2,284,094	3,367,000	67.84%

Notes: CCRTA’s systemwide data points includes Demand Taxi. WRTA’s Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi.



The COVID-19 pandemic greatly impacted RTA ridership in FY2021, as no RTA reached their ridership target by the close of the fiscal year. The RTAs experienced a wide variation in ridership accumulation, which can be attributed to seasonality, service area size and the sociodemographics of the RTA service area. RTAs that serve a large number of essential front-line workers who had to report to work during the pandemic have tended to have more durable ridership through this period. On average per month, the RTAs gained 3.96% in fixed route ridership and 4.08% in demand response ridership. In Q4, several RTAs began to see more noticeable increases in ridership, following the widespread availability of vaccines and the lifting of the state of emergency. At the close of FY2021, the RTAs had accumulated on average of 48.01% and 44.27% of their fixed route and demand response targets, respectively.



UPT / Vehicle Revenue Mile (VRM)

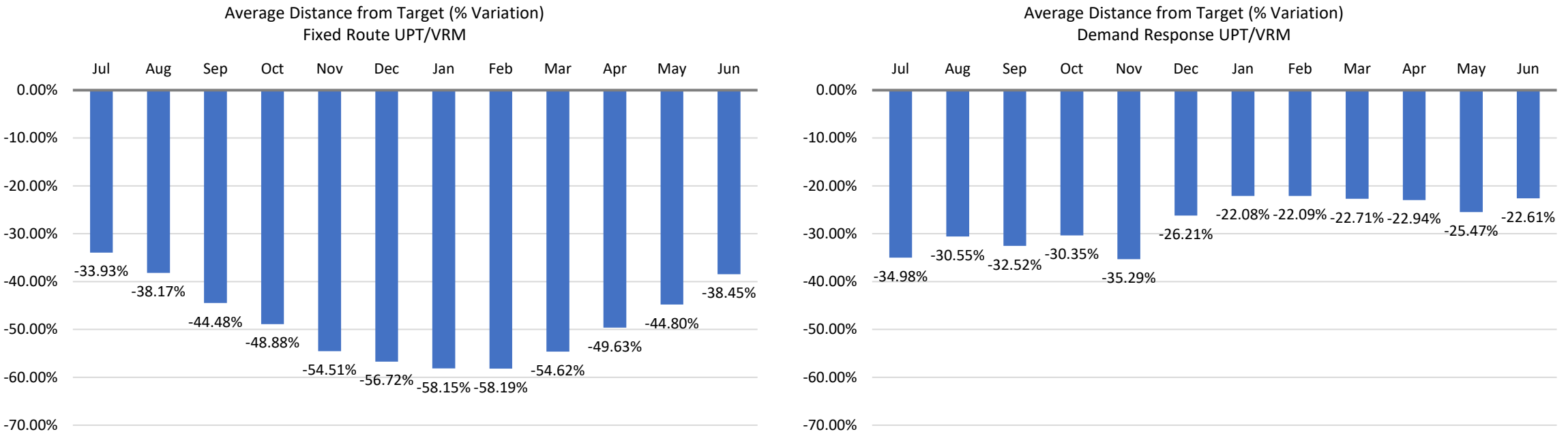
Unlinked Passenger Trips per Revenue Mile (UPT / VRM): This metric is a measure of productivity and is helpful to understand ridership activity on a per mile basis, and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total UPT. The actual and target values were compared by calculating the **% difference (variance) of the actual versus the milestone/target**. The calculated values were formatted **blue for negative variance** and **green for positive variance**.

FY21 Fixed Route UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) 7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.559	0.366	0.387	0.349	0.367	0.368	0.338	0.340	0.349	0.332	0.334	0.344	0.337	0.372	0.371	0.378	0.374	0.357	0.530	-32.66%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.360	0.309	0.307	0.289	0.301	0.253	0.247	0.233	0.244	0.229	0.246	0.237	0.237	0.243	0.292	0.264	0.265	0.262	0.450	-41.84%
LRTA																				
MART	0.785	0.346	0.362	0.415	0.376	0.378	0.354	0.330	0.355	0.328	0.295	0.314	0.312	0.333	0.283	0.350	0.320	0.340	0.824	-58.76%
MVRTA																				
MWRTA																				
NRTA	1.400	1.073	0.768	0.510	0.750	0.438	0.271	0.188	0.308	0.166	0.157	0.212	0.179	0.340	0.556	0.873	0.678	0.548	1.400	-60.85%
PVTA	2.103	0.984	0.884	0.884	0.917	0.857	0.834	0.792	0.829	0.815	0.758	0.855	0.811	0.936	0.957	0.937	0.943	0.875	2.194	-60.12%
SRTA																				
VTA	1.110	1.059	0.940	0.760	0.925	0.584	0.391	0.389	0.465	0.358	0.379	0.457	0.400	0.583	0.664	0.885	0.755	0.704	1.250	-43.70%
WRTA	1.600	1.263	1.276	1.167	1.231	1.145	1.127	1.094	1.122	1.023	1.041	1.179	1.085	1.231	1.334	1.363	1.309	1.186	1.650	-28.11%

FY21 Demand Response UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) 7 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.096	0.098	0.098	0.099	0.098	0.097	0.093	0.106	0.098	0.124	0.126	0.122	0.124	0.115	0.111	0.107	0.111	0.108	0.096	12.29%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.200	0.132	0.133	0.132	0.133	0.131	0.129	0.138	0.133	0.136	0.132	0.138	0.135	0.130	0.135	0.148	0.137	0.135	0.250	-46.08%
LRTA																				
MART	0.156	0.128	0.128	0.113	0.122	0.129	0.119	0.110	0.120	0.121	0.098	0.116	0.112	0.116	0.123	0.126	0.122	0.119	0.162	-26.84%
MVRTA																				
MWRTA																				
NRTA	0.260	0.054	0.146	0.131	0.102	0.138	0.128	0.172	0.140	0.154	0.177	0.185	0.174	0.136	0.184	0.175	0.170	0.136	0.400	-65.95%
PVTA	0.094	0.087	0.092	0.089	0.089	0.088	0.069	0.086	0.080	0.087	0.086	0.091	0.088	0.090	0.091	0.092	0.091	0.087	0.094	-6.88%
SRTA																				
VTA	0.112	0.065	0.067	0.071	0.068	0.079	0.081	0.105	0.089	0.116	0.125	0.102	0.112	0.127	0.091	0.102	0.104	0.094	0.122	-22.82%
WRTA	0.200	0.122	0.124	0.121	0.122	0.124	0.120	0.122	0.122	0.121	0.125	0.120	0.122	0.122	0.118	0.135	0.125	0.123	0.200	-38.60%

FY21 Systemwide UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles) 4 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT																				
BRTA	0.450	0.331	0.352	0.319	0.334	0.332	0.303	0.311	0.316	0.308	0.310	0.315	0.311	0.335	0.333	0.337	0.335	0.324	0.431	-24.74%
CATA																				
CCRTA																				
FRTA																				
GATRA	0.280	0.240	0.231	0.218	0.229	0.198	0.196	0.194	0.196	0.189	0.196	0.189	0.191	0.186	0.220	0.207	0.203	0.205	0.350	-41.53%
LRTA																				
MART	0.292	0.222	0.228	0.231	0.227	0.215	0.200	0.184	0.200	0.196	0.168	0.177	0.180	0.185	0.182	0.196	0.188	0.197	0.304	-35.28%
MVRTA																				
MWRTA																				
NRTA																				
PVTA	1.388	0.813	0.728	0.718	0.752	0.689	0.638	0.643	0.657	0.657	0.626	0.692	0.661	0.746	0.745	0.720	0.737	0.702	1.439	-51.24%
SRTA																				
VTA																				
WRTA																				

Notes: WRTA’s Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi.
Note that based on the MOU agreements, not every RTA submitted UPT/VRM metrics for Fixed Route, Demand Response, and System Wide operations. As such, comparative graphs were not included for this metric.



Fixed route productivity in relation to vehicle revenue miles operated continued to be impacted by COVID-19 through FY2021. The greatest impact can be seen in Q2 and Q3, when the average distance from the identified target increased by over -20% from Q1, though this can also be attributed to seasonal decreases in ridership due to colder months. While no RTAs reached their target, Q4 trended closer to that target, as the RTAs exhibited positive trends in ridership. This could be due to the increased prevalence of vaccines which has provided the public with more confidence in resuming activities as well as an increase in the trend for the hybrid return to in-person work. Demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length, though impacts from the pandemic are still noticeable in the achievement in this target. While again, no RTAs reached their target, Q3 and Q4 showed the least amount of impact from COVID-19.

UPT / Vehicle Revenue Hour (VRH)

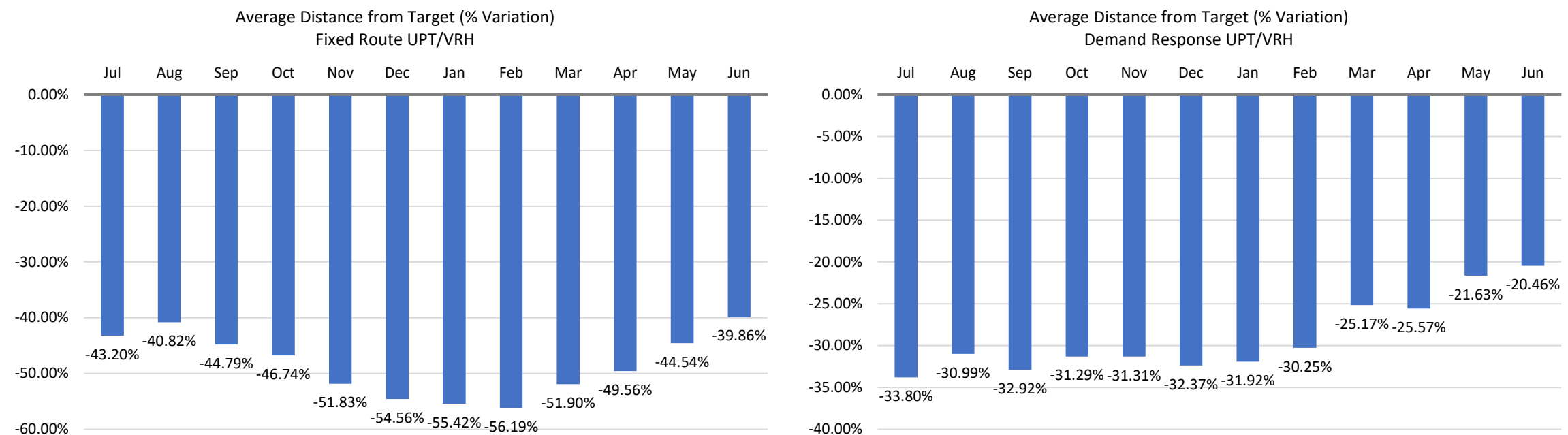
Unlinked Passenger Trips per Revenue Hour (UPT / VRH): This metric is a measure of productivity and is helpful to understand how intense ridership activity is on a per unit of time basis, and is calculated by dividing the total number of revenue hours (the total number of hours a vehicle is in revenue service) into the UPT. The actual and target values were compared by calculating the **% difference (variance) of the actual against the milestone/target value**, formatted **blue for negative variance** and **green for positive variance**.

FY21 Fixed Route UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	22.27	14.56	16.70	14.78	15.34	13.34	12.32	12.00	12.57	11.03	10.44	12.33	11.31	12.78	14.18	14.58	13.82	13.24	22.67	-41.62%
BRTA	9.69	6.42	7.23	6.23	6.61	6.55	6.02	5.56	6.05	5.47	5.48	6.12	5.71	6.62	6.60	6.71	6.64	6.25	8.99	-30.47%
CATA	13.38	4.25	4.62	4.56	4.48	4.61	4.23	3.64	4.16	3.87	3.71	4.49	4.04	4.46	4.94	5.37	4.92	4.40	14.11	-68.79%
CCRTA	6.13	5.83	5.66	5.38	5.64	4.73	4.71	3.81	4.40	3.64	3.54	3.79	3.67	4.15	4.82	6.21	5.13	4.79	6.25	-23.44%
FRTA	8.52	3.46	3.65	3.86	3.65	3.86	3.89	3.99	3.92	4.01	4.11	3.80	3.96	3.22	3.53	3.58	3.45	3.71	8.84	-57.99%
GATRA	5.90	5.84	5.75	5.45	5.67	4.78	4.82	4.14	4.56	4.34	4.67	4.58	4.53	4.60	5.57	4.93	5.02	4.94	7.00	-29.39%
LRTA	15.70	7.63	8.33	6.63	7.43	6.49	6.22	5.64	6.11	5.66	5.48	6.18	5.79	6.56	6.98	6.60	6.71	6.46	15.86	-59.27%
MART	11.77	5.16	5.68	6.22	5.71	5.72	5.44	5.37	5.52	5.26	4.66	4.91	4.94	5.03	4.92	5.74	5.21	5.34	12.37	-56.79%
MVRTA	15.43	3.99	6.30	7.11	5.81	8.84	8.09	6.99	7.94	7.18	7.01	7.91	7.40	8.30	8.82	9.07	8.74	7.51	15.59	-51.82%
MWRTA	6.98	2.54	2.21	2.86	2.55	3.16	2.96	2.93	3.02	2.85	2.52	2.42	2.59	2.35	2.42	2.57	2.44	2.66	6.98	-61.95%
NRTA	14.50	8.35	8.33	6.09	7.65	5.49	0.10	2.27	0.34	1.99	1.89	2.55	2.15	4.10	6.56	8.81	7.38	2.26	16.00	-85.87%
PVTA	27.83	12.91	11.64	11.80	12.11	11.44	11.12	10.54	11.04	10.78	9.71	11.96	10.84	12.57	12.89	12.65	12.70	11.68	28.29	-58.73%
SRTA	21.59	14.19	14.39	13.31	13.91	13.50	13.69	12.62	13.26	12.40	12.62	13.99	13.04	14.24	14.43	14.53	14.40	13.65	21.15	-35.48%
VTA	18.90	14.69	14.62	12.02	13.91	9.65	6.30	6.47	7.62	5.72	6.20	7.43	6.47	8.85	10.38	15.72	12.46	11.18	19.50	-42.66%
WRTA	19.00	15.07	15.41	13.61	14.61	13.37	13.16	12.63	13.05	11.97	12.13	13.74	12.66	14.36	15.57	15.87	15.27	13.88	19.20	-27.71%

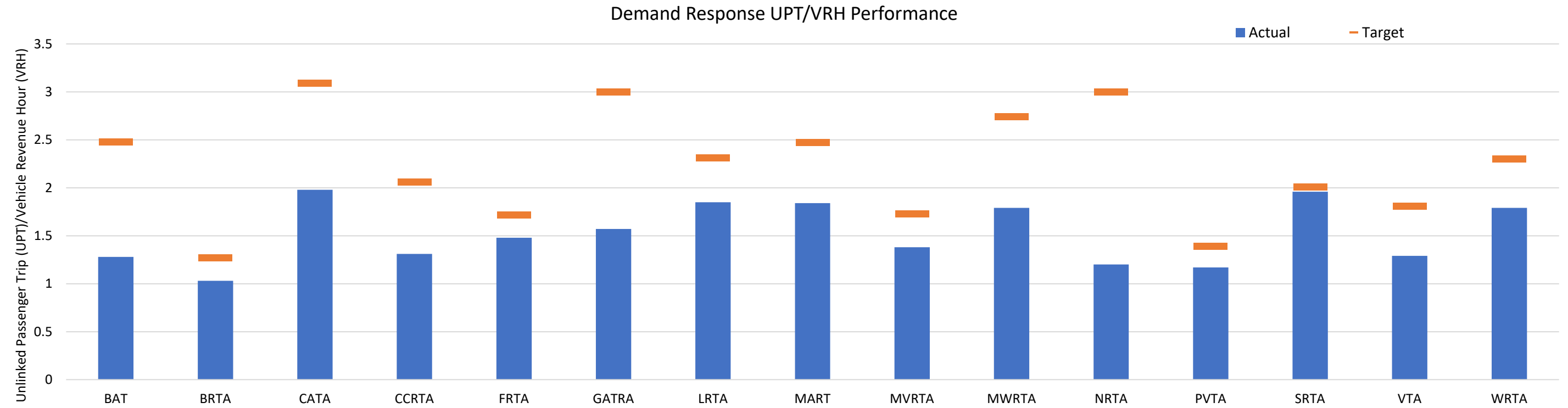
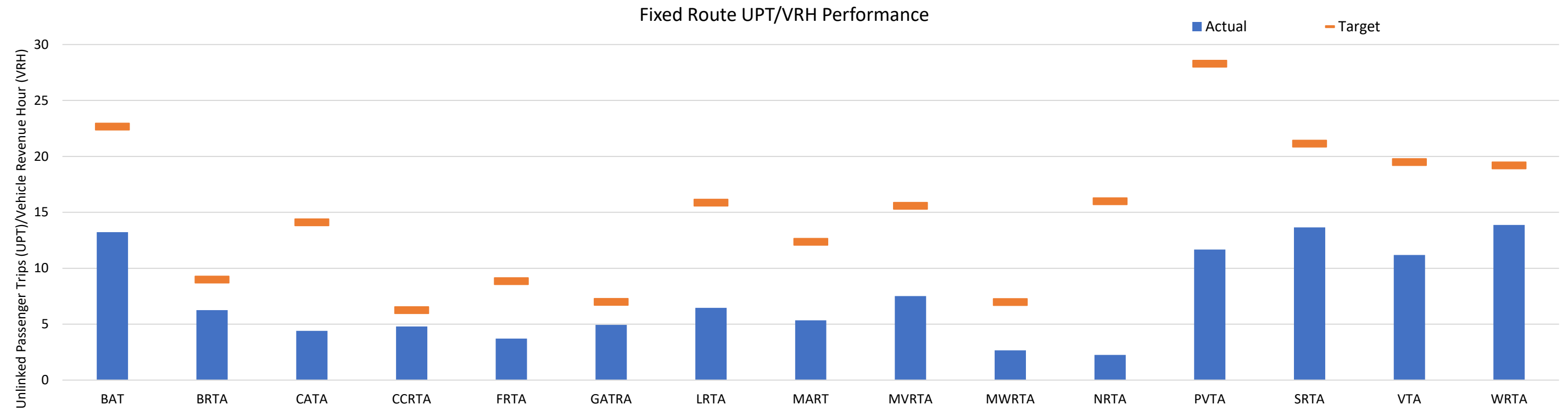
FY21 Demand Response UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours) 15 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	2.46	0.91	1.02	1.14	1.03	1.42	1.28	1.14	1.28	1.08	1.25	1.41	1.26	1.50	1.62	1.66	1.59	1.28	2.48	-48.21%
BRTA	1.27	0.89	0.88	0.86	0.88	0.92	1.00	0.93	0.95	1.02	1.03	1.11	1.06	1.21	1.16	1.27	1.21	1.03	1.27	-19.09%
CATA	3.11	1.61	1.99	1.81	1.79	1.82	1.88	1.55	1.74	1.79	1.89	2.11	1.94	1.90	2.40	2.44	2.27	1.98	3.09	-36.02%
CCRTA	2.02	1.29	1.10	1.15	1.16	1.25	1.26	1.26	1.26	1.30	1.29	1.43	1.34	1.42	1.49	1.41	1.44	1.31	2.06	-36.47%
FRTA	1.66	1.64	1.85	1.65	1.71	1.14	1.26	1.24	1.21	1.25	1.47	1.53	1.43	1.51	1.67	1.72	1.63	1.48	1.72	-13.79%
GATRA	2.50	1.58	1.60	1.57	1.58	1.25	1.52	1.51	1.41	1.48	1.57	1.75	1.61	1.64	1.66	1.74	1.68	1.57	3.00	-47.62%
LRTA	2.30	1.74	1.83	1.81	1.79	2.29	1.94	1.78	1.97	1.74	1.80	1.53	1.66	1.88	2.05	2.02	1.98	1.85	2.31	-19.87%
MART	2.37	1.81	1.81	1.62	1.74	1.98	1.80	1.73	1.84	1.82	1.57	2.03	1.83	1.83	1.94	1.96	1.91	1.84	2.47	-25.47%
MVRTA	1.69	1.15	1.29	1.39	1.28	1.24	1.36	1.32	1.30	1.37	1.40	1.52	1.43	1.46	1.50	1.46	1.48	1.38	1.73	-20.44%
MWRTA	2.74	1.77	1.83	1.78	1.80	1.85	1.82	1.83	1.84	1.70	1.69	1.62	1.66	1.87	1.80	1.86	1.84	1.79	2.74	-34.76%
NRTA	2.50	0.94	1.09	1.16	1.08	1.18	1.22	1.25	1.20	1.18	1.13	1.53	1.28	1.12	1.35	1.30	1.28	1.20	3.00	-60.09%
PVTA	1.38	1.13	1.18	1.15	1.15	1.09	1.09	1.10	1.10	1.11	1.10	1.21	1.14	1.23	1.28	1.28	1.26	1.17	1.39	-16.39%
SRTA	1.99	1.88	1.92	1.82	1.87	2.01	1.92	2.06	2.00	1.85	2.01	2.01	1.95	2.08	2.02	1.93	2.01	1.96	2.01	-2.44%
VTA	1.67	1.15	1.09	0.93	1.05	1.06	1.09	1.30	1.16	1.46	1.43	1.50	1.47	1.30	1.47	1.46	1.41	1.29	1.81	-28.68%
WRTA	2.30	1.71	1.74	1.77	1.74	1.81	1.76	1.75	1.78	1.68	1.69	1.77	1.72	1.82	1.81	2.05	1.89	1.79	2.30	-22.30%

FY21 Systemwide UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours) 10 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	14.60	9.44	11.15	9.78	10.11	9.19	8.28	7.79	8.42	7.57	7.35	8.49	7.83	9.01	9.85	9.87	9.57	8.97	15.85	-43.40%
BRTA	7.27	5.16	5.84	5.06	5.34	5.32	4.94	4.60	4.95	4.53	4.55	4.99	4.71	5.42	5.38	5.55	5.45	5.11	6.89	-25.80%
CATA	9.63	3.65	4.11	4.00	3.92	4.01	3.73	3.18	3.64	3.46	3.31	3.92	3.58	3.83	4.24	4.42	4.17	3.84	9.60	-60.01%
CCRTA	2.86	3.47	2.97	2.58	2.98	2.26	2.28	2.05	2.20	2.06	1.98	2.22	2.18	2.15	2.09	2.81	2.37	2.40	2.92	-17.58%
FRTA	4.90	2.81	2.99	2.92	2.90	2.36	2.53	2.60	2.49	2.53	2.67	2.56	2.58	2.36	2.53	2.65	2.52	2.60	5.09	-48.86%
GATRA	4.20	3.71	3.46	3.26	3.46	2.60	2.98	2.74	2.76	2.74	2.95	2.91	2.87	2.83	3.35	2.98	3.04	3.02	5.00	-39.55%
LRTA																				
MART	4.43	3.20	3.36	3.36	3.31	3.27	3.05	2.92	3.09	3.02	2.68	3.00	2.91	2.88	2.97	3.09	2.98	3.06	4.61	-33.53%
MVRTA	17.12	3.47	5.35	6.03	4.96	7.14	6.77	5.97	6.62	6.18	6.02	6.74	6.33	6.91	7.31	7.44	7.22	6.32	17.32	-63.50%
MWRTA	4.90	2.31	2.09	2.52	2.32	2.75	2.60	2.59	2.65	2.49	2.26	2.13	2.28	2.18	2.18	2.29	2.22	2.37	4.90	-51.69%
NRTA																				
PVTA	19.02	10.64	9.53	9.51	9.88	9.05	8.87	8.48	8.81	8.63	8.01	9.57	8.77	10.05	10.13	9.79	9.99	9.36	19.48	-51.94%
SRTA																				
VTA																				
WRTA																				

Notes: WRTA's Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi.
Note that based on the MOU agreements, not every RTA submitted UPT/VRH metrics for System Wide operations.



Fixed route productivity in relation to vehicle revenue hours continued to be impacted by the COVID-19 pandemic throughout FY2021. The greatest impact can be seen in Q2 and Q3, when the average distance from the identified target increased by over 10% from Q1, though this can also be attributed to seasonal decreases in ridership due to colder months. While no RTAs reached their target in Q4, this quarter showed the least impact, as the RTAs exhibited positive ridership trends. Again, this could be due to the increased prevalence of vaccines which has provided the public with more confidence in resuming activities and the return to hybrid in-person work. As noted, demand response productivity is more elastic, though impacts from the pandemic are still noticeable in the achievement in this target. Similarly, to the fixed route productivity, Q4 showed the least impact from COVID-19.



On-Time Performance (OTP)/Schedule Adherence

On-time Performance / Schedule Adherence: This metric is defined as the percentage of time that a transit vehicle arrives at a stop or other location within a prescribed time range of its schedule and helps to convey how vehicles meet their scheduled time points on routes. OTP is a reliability and service quality measure that helps to assess the passenger’s day-to-day experience with a transit agency. The actual and target OTP values were compared by calculating the percent difference (variance) between the two values. **Blue values indicate on-time performance values that are lower than the target value** while **green values indicate on-time performance value that are higher than the target value**.

FY21 Fixed Route On-Time Performance (OTP) 12 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	97.33%	100.00%	99.98%	99.90%	99.96%	99.81%	99.95%	99.71%	99.82%	99.99%	99.96%	99.87%	99.94%	98.86%	99.43%	99.66%	99.32%	99.76%	98.00%	1.76%
BRTA	90.36%	94.05%	93.49%	92.85%	93.46%	80.80%	93.79%	93.29%	89.29%	85.15%	84.15%	84.53%	84.61%	80.85%	76.16%	72.71%	76.57%	85.99%	91.27%	-5.28%
CATA																				
CCRTA	67.30%	83.46%	76.30%	73.68%	77.81%	89.47%	88.30%	87.50%	88.42%	89.60%	90.02%	89.33%	89.65%	91.33%	89.60%	90.02%	90.31%	86.55%	68.30%	18.25%
FRTA																				
GATRA	87.00%	99.00%	99.00%	98.00%	98.67%	87.10%	87.20%	86.20%	86.83%	91.00%	89.30%	86.40%	88.90%	87.30%	88.10%	86.70%	87.37%	90.44%	96.00%	-5.56%
LRTA	83.00%	92.70%	87.80%	88.10%	89.53%	88.20%	89.40%	88.10%	88.57%	94.00%	88.14%	88.74%	90.29%	86.90%	82.80%	84.60%	84.77%	88.29%	85.00%	3.29%
MART																				
MVRTA	68.00%	85.90%	86.30%	82.10%	84.77%	80.20%	80.80%	81.50%	80.83%	86.00%	83.20%	83.90%	84.37%	81.70%	79.80%	79.90%	80.47%	82.61%	72.00%	10.61%
MWRTA	98.00%	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%	99.00%	99.00%	99.00%	99.00%	97.00%	2.00%
NRTA	98.00%	97.00%	86.00%	99.00%	94.00%	99.00%	100.00%	99.00%	99.33%	100.00%	97.00%	100.00%	99.00%	99.00%	99.00%	97.00%	98.33%	97.67%	100.00%	-2.33%
PVTA	77.33%	80.05%	80.25%	82.46%	80.92%	83.28%	82.88%	79.96%	82.04%	81.41%	84.44%	83.68%	83.18%	82.36%	78.61%	77.29%	79.42%	81.39%	85.00%	-3.61%
SRTA	90.00%	88.24%	89.40%	90.30%	89.31%	87.77%	87.39%	88.58%	87.91%	90.21%	90.90%	89.90%	90.34%	86.18%	86.22%	83.06%	85.15%	88.18%	85.00%	3.18%
VTA	94.00%	96.75%	97.50%	97.50%	97.25%	98.50%	98.50%	99.00%	98.67%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	98.00%	98.67%	98.40%	96.00%	2.40%
WRTA	80.00%	84.61%	84.34%	83.14%	84.03%	82.38%	82.66%	80.88%	81.97%	81.57%	82.34%	81.34%	81.75%	80.87%	80.67%	80.68%	80.74%	82.12%	82.00%	0.12%
	83.00%	80.02%	83.92%	86.83%	83.59%	85.38%	85.00%	83.08%	84.49%	83.97%	84.17%	80.61%	82.92%	76.48%	82.05%	82.37%	80.30%	82.82%	85.00%	-2.18%

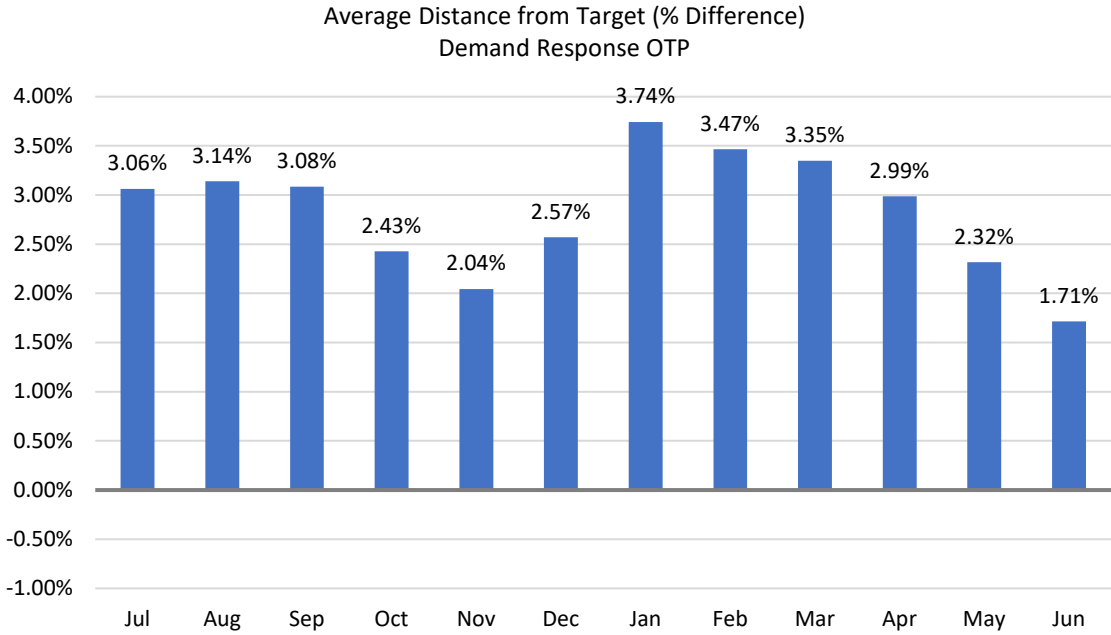
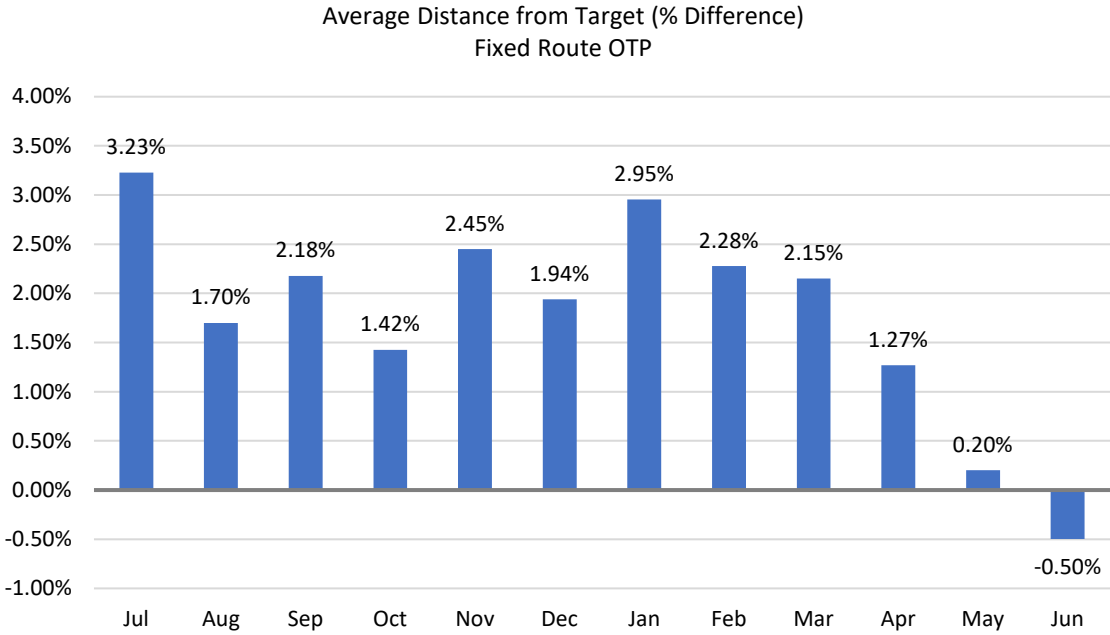
FY21 Demand Response On-Time Performance (OTP) 13 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	88.73%	93.50%	94.55%	94.46%	94.17%	94.40%	93.17%	94.23%	93.93%	95.76%	94.50%	95.07%	95.11%	94.43%	92.40%	93.69%	93.51%	94.18%	88.75%	5.43%
BRTA	95.95%	94.60%	97.35%	94.95%	95.63%	94.85%	96.70%	96.70%	96.08%	94.60%	98.30%	98.30%	97.07%	97.80%	97.80%	98.05%	97.88%	96.67%	96.25%	0.42%
CATA																				
CCRTA	92.55%	96.62%	97.36%	96.66%	96.88%	96.84%	96.38%	96.65%	96.62%	97.87%	96.02%	96.47%	96.79%	95.85%	95.59%	94.22%	95.22%	96.38%	93.55%	2.83%
FRTA	76.59%	90.00%	89.59%	91.85%	90.48%	86.22%	88.37%	90.64%	88.41%	96.00%	92.00%	91.00%	93.00%	92.00%	89.00%	81.00%	87.33%	89.81%	79.68%	10.13%
GATRA	89.00%	99.00%	97.00%	99.00%	98.33%	95.70%	95.60%	95.40%	95.57%	97.00%	96.90%	95.80%	96.57%	95.60%	96.70%	94.90%	95.73%	96.55%	94.00%	2.55%
LRTA	87.80%	97.12%	95.16%	94.23%	95.50%	95.19%	95.80%	96.60%	95.86%	96.90%	96.30%	97.50%	96.90%	95.90%	95.60%	95.30%	95.60%	95.97%	90.00%	5.97%
MART	96.30%	98.35%	98.68%	99.03%	98.69%	99.52%	99.82%	99.62%	99.65%	99.50%	99.50%	99.70%	99.57%	99.77%	99.74%	99.62%	99.71%	99.40%	97.27%	2.14%
MVRTA	98.00%	99.00%	98.50%	97.50%	98.33%	96.57%	92.33%	92.33%	93.74%	99.45%	98.40%	99.20%	99.02%	99.00%	98.50%	99.20%	98.90%	97.50%	98.00%	-0.50%
MWRTA	99.50%	99.90%	99.71%	99.68%	99.76%	99.54%	99.63%	99.52%	99.56%	99.50%	99.54%	99.52%	99.52%	99.50%	99.50%	99.50%	99.50%	99.59%	97.00%	2.59%
NRTA	92.50%	99.00%	100.00%	100.00%	99.67%	100.00%	99.00%	100.00%	99.67%	99.00%	99.00%	99.00%	99.00%	100.00%	93.00%	96.00%	96.33%	98.67%	96.00%	2.67%
PVTA	82.00%	97.66%	97.30%	97.62%	97.53%	97.81%	97.72%	97.81%	97.78%	97.18%	97.44%	98.12%	97.58%	95.69%	98.12%	95.97%	96.59%	97.37%	90.00%	7.37%
SRTA	97.00%	98.59%	98.22%	98.58%	98.46%	98.28%	97.64%	97.58%	97.83%	97.38%	97.19%	96.75%	97.11%	95.68%	96.20%	96.86%	96.25%	97.41%	95.00%	2.41%
VTA	90.10%	91.60%	92.70%	91.70%	92.00%	90.50%	87.50%	90.50%	89.50%	95.00%	95.90%	92.80%	94.57%	92.60%	91.60%	90.40%	91.53%	91.90%	93.50%	-1.60%
WRTA																				

FY21 Systemwide On-Time Performance (OTP) 5 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	96.81%	96.75%	97.27%	97.18%	97.07%	97.11%	96.56%	96.97%	96.88%	97.88%	97.23%	97.47%	97.53%	96.65%	95.92%	96.68%	96.41%	96.97%	97.45%	-0.48%
BRTA	93.16%	94.33%	95.42%	93.90%	94.55%	87.83%	95.25%	95.00%	92.69%	89.88%	91.23%	91.42%	90.84%	89.33%	86.98%	85.38%	87.23%	91.33%	93.76%	-2.43%
CATA																				
CCRTA																				
FRTA																				
GATRA																				
LRTA																				
MART																				
MVRTA	83.00%	92.45%	92.40%	89.80%	91.55%	88.39%	86.57%	86.92%	87.29%	92.73%	90.80%	91.55%	91.69%	90.35%	89.15%	89.55%	89.68%	90.05%	85.00%	5.05%
MWRTA	99.00%	99.45%	99.36%	99.34%	99.38%	99.27%	99.32%	99.26%	99.28%	99.25%	99.27%	99.26%	99.26%	99.25%	99.25%	99.25%	99.25%	99.29%	97.00%	2.29%
NRTA																				
PVTA	79.67%	83.42%	83.61%	85.63%	84.22%	86.46%	86.69%	83.73%	85.63%	84.82%	87.00%	86.75%	86.19%	85.35%	83.39%	82.09%	83.61%	84.91%	87.50%	-2.59%
SRTA																				
VTA																				
WRTA																				

Notes:

Comparative graphs were not included for this metric, as the inclusion of an OTP target and baseline in the MOU varied.

In the Fixed Route OTP table, there are two rows for WRTA. The top row includes weekday and Saturday OTP data, while the bottom row applies to Sunday service OTP. CCRTA’s systemwide data points includes Demand Taxi. BAT and PVTA’s systemwide data points are a weighted average. Notes: WRTA’s Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi.



Fixed route on time performance continued to fare well throughout the pandemic, with the average distance from the identified target hovering under 3% better than the identified target. This is likely due to continued telework and telehealth through the course of the year, reducing general congestion and improving travel times. In FY2021 Q3 and Q4, fixed route on-time performance still fared well, but does show signs of the impacts of returning traffic congestion as the state fully reopened. Demand response on time performance excelled, with few instances of performance below target and the average performance consistently around 3% better than the identified target.

Farebox Recovery Ratio (FRR)

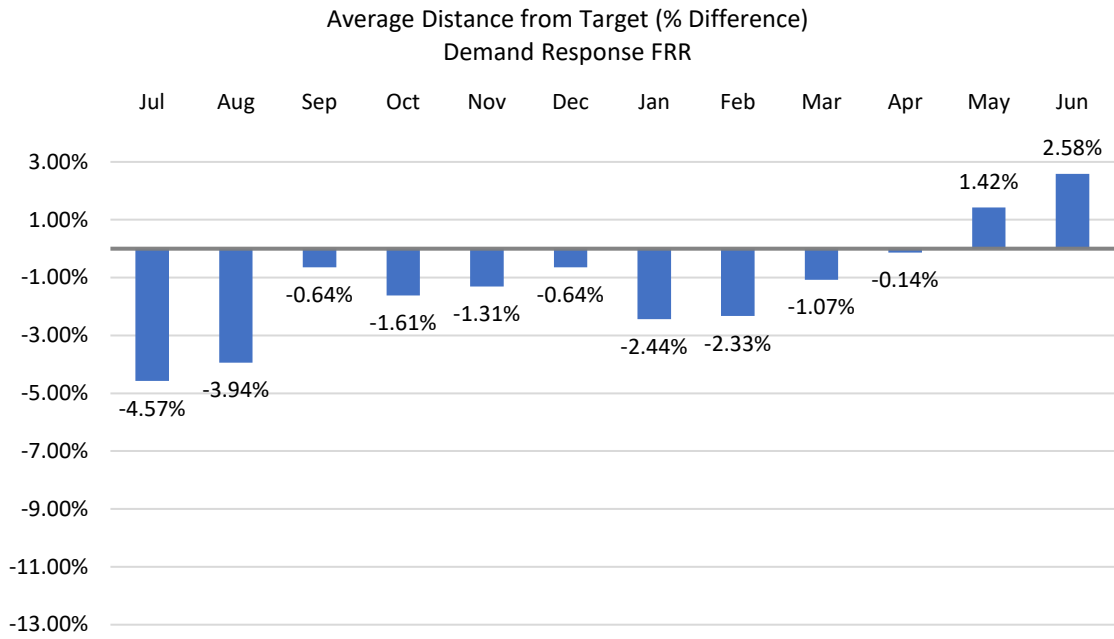
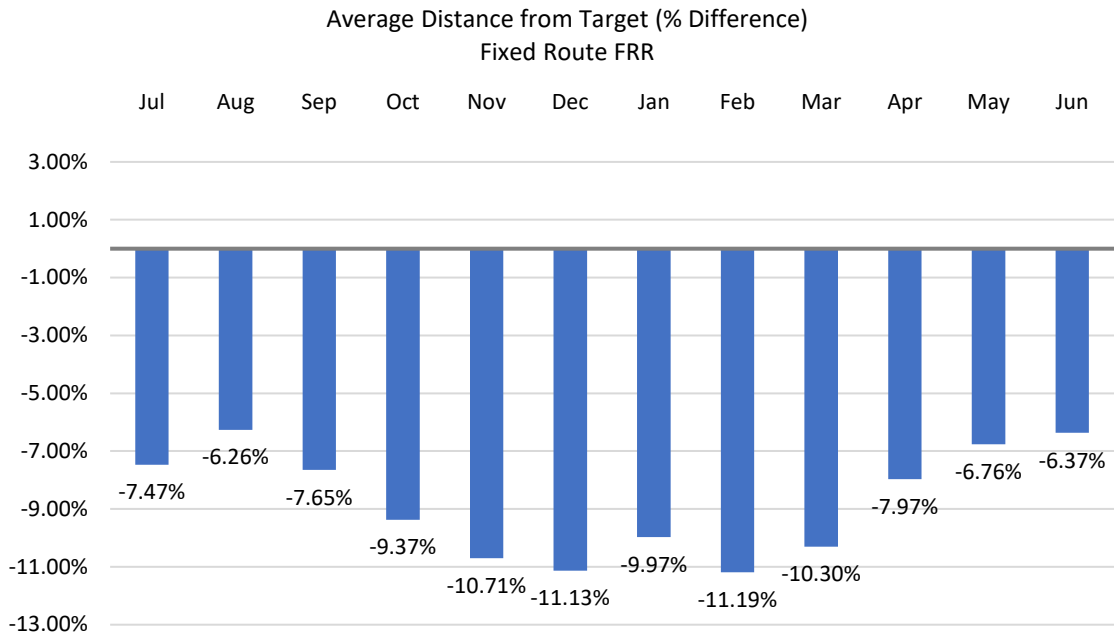
Farebox Recovery Ratio (FRR): This metric relays the proportion of operating expenses that are paid for by fare revenues and is a measure of cost effectiveness. Nearly all transit agencies’ farebox recovery ratios are well under 1.0, as other revenue streams in addition to fares are used to cover operations costs. The actual and target FRR values were compared by calculating the percent difference (variance) between the two values. **Blue values indicate farebox recovery ratios that are lower than the target value** while **green values indicate farebox recovery ratios that are higher than the target value**.

FY21 Fixed Route Farebox Recovery Ratio (FRR) 14 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	22.13%	9.90%	22.50%	-12.60%
BRTA	13.81%	8.43%	11.65%	-3.22%
CATA	8.97%	1.63%	9.25%	-7.62%
CCRTA	17.20%	6.70%	17.70%	-11.00%
FRTA	5.96%	0.49%	6.17%	-5.68%
GATRA	8.25%	11.30%	9.80%	1.50%
LRTA				
MART	12.14%	6.65%	12.63%	-5.98%
MVRTA	10.00%	4.29%	9.68%	-5.39%
MWRTA	10.54%	0.32%	10.54%	-10.22%
NRTA	26.00%	15.81%	28.00%	-12.19%
PVTA	20.03%	8.31%	19.97%	-11.66%
SRTA	16.35%	1.64%	15.00%	-13.36%
VTA	37.86%	29.74%	35.00%	-5.26%
WRTA	16.50%	0.09%	16.80%	-16.71%

FY21 Demand Response Farebox Recovery Ratio (FRR) 14 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	28.95%	18.84%	29.07%	-10.23%
BRTA	14.78%	7.15%	10.42%	-3.26%
CATA	3.18%	2.67%	3.28%	-0.61%
CCRTA	21.36%	52.94%	21.86%	31.08%
FRTA	14.73%	6.43%	15.24%	-8.81%
GATRA	4.20%	7.01%	6.70%	0.31%
LRTA				
MART	34.75%	17.60%	36.16%	-18.56%
MVRTA	7.37%	4.89%	7.59%	-2.70%
MWRTA	5.04%	0.05%	5.04%	-4.99%
NRTA	0.00%	0.92%	0.00%	0.92%
PVTA	8.68%	4.21%	8.33%	-4.12%
SRTA	5.04%	1.18%	5.00%	-3.82%
VTA	5.22%	21.65%	5.50%	16.15%
WRTA	8.00%	0.03%	8.20%	-8.17%

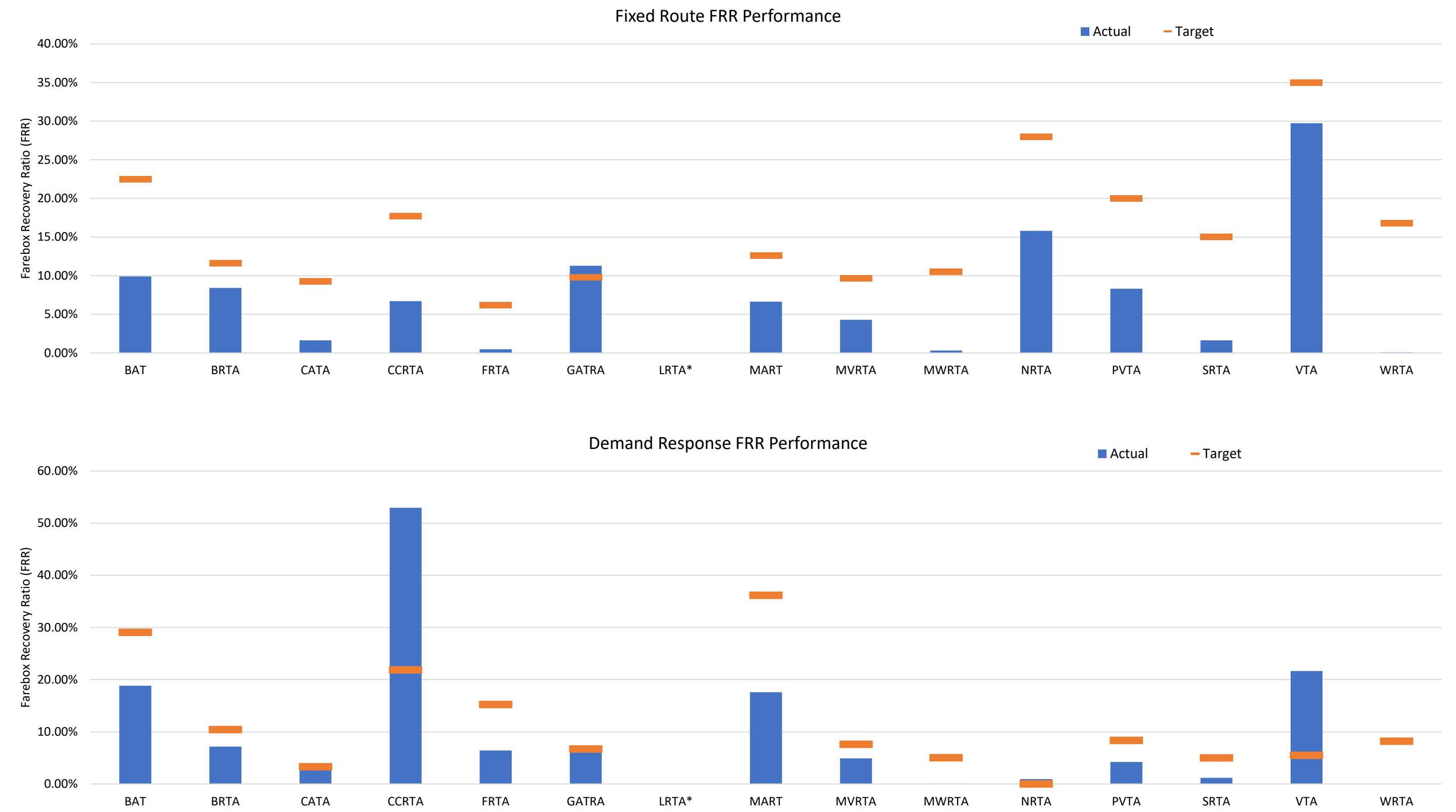
FY21 Systemwide Farebox Recovery Ratio (FRR) 10 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	23.96%	12.03%	24.27%	-12.24%
BRTA	13.93%	8.30%	11.45%	-3.15%
CATA	7.24%	1.87%	7.46%	-5.59%
CCRTA	18.26%	27.99%	18.76%	9.23%
FRTA	8.97%	3.29%	9.32%	-6.03%
GATRA				
LRTA	16.00%	6.31%	16.80%	-10.49%
MART	26.62%	12.84%	27.70%	-14.86%
MVRTA	17.37%	4.36%	17.27%	-12.91%
MWRTA	7.64%	0.22%	7.64%	-7.42%
NRTA				
PVTA	17.70%	7.65%	17.65%	-10.00%
SRTA				
VTA				
WRTA				

Notes:
FRTA’s fixed route data points do not include one-time grant funds; demand response data points include contracts with Area Agencies on Aging and supermarkets. CATA does not collect fares on service that is provided for the MBTA, at the direction of the MBTA, which lowers CATA’s recovery ratio. Many RTAs continued to suspend fare collection during the initial months of FY21; reinstatement of fare collection varied across RTAs.



Not all revenue streams are consistent; sometimes large payments (e.g., from universities or other partners who buy lump sum passes/enter service contracts) can cause the farebox recovery ratio to fluctuate from month to month, and quarter to quarter. Many RTAs suspended fare collection during the pandemic, and the timing of fare reinstatement varied. This impacted the results across RTAs. Fixed route operations experienced greater decreases in farebox recovery than demand response, with the average distance from target reaching as much as 11% below the identified target during the winter months. Demand response recovery ratios were less impacted by the pandemic, with the average distance from target well

within 5% below the identified target, and even exceeding the identified target in the final months of the fiscal year. Both fixed route and demand response farebox recovery showed improvements in Q4, particularly for demand response, reflecting the positive trends in RTA ridership.



*No target or baseline were included in the respective MOU.

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. The actual and target values were compared by calculating the **% difference (variance)**, formatted **blue for positive variance** and **green for negative variance**.

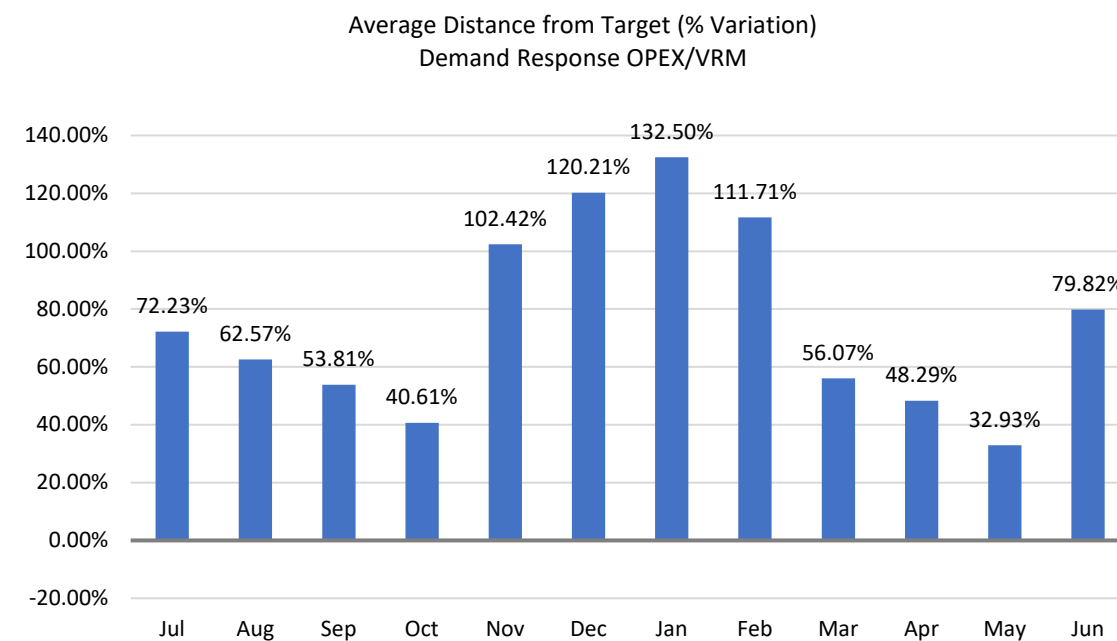
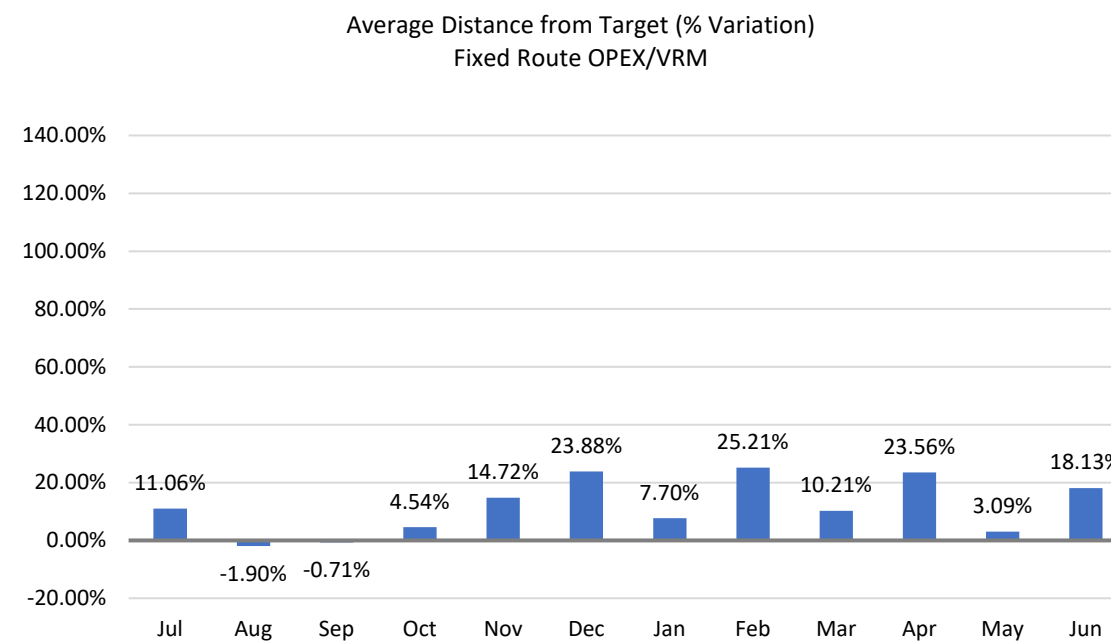
FY21 Fixed Route OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 7 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$8.79	\$9.55	\$9.04	5.67%
BRTA	\$5.43	\$6.02	\$5.68	5.99%
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$8.81	\$8.99	\$8.55	5.18%
MVRTA				
MWRTA				
NRTA	\$8.32	\$9.04	\$9.00	0.41%
PVTA	\$6.93	\$8.21	\$7.36	11.61%
SRTA				
VRTA	\$3.62	\$5.59	\$3.98	40.51%
WRTA	\$10.01	\$11.27	\$11.56	-2.52%

FY21 Demand Response OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 7 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$6.32	\$9.17	\$6.76	35.67%
BRTA	\$3.14	\$4.70	\$3.77	24.60%
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$4.34	\$6.38	\$4.21	51.55%
MVRTA				
MWRTA				
NRTA	\$9.17	\$27.58	\$9.05	204.76%
PVTA	\$3.23	\$5.63	\$3.27	72.12%
SRTA				
VRTA	\$6.80	\$10.37	\$7.48	38.67%
WRTA	\$4.61	\$7.36	\$5.32	38.15%

FY21 Systemwide OPEX/VRM (Operating Expenses/Vehicle Revenue Mile) 4 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT	\$7.97	\$9.46	\$8.28	14.24%
BRTA	\$4.89	\$5.85	\$5.24	11.50%
CATA				
CCRTA				
FRTA				
GATRA				
LRTA				
MART	\$5.31	\$7.30	\$5.15	41.76%
MVRTA				
MWRTA				
NRTA				
PVTA	\$5.62	\$7.64	\$5.89	29.80%
SRTA				
VRTA				
WRTA				

Notes: WRTA's Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi.

Note that based on the MOU agreements, not every RTA submitted an Operating Expense / Vehicle Revenue mile data for Fixed Route, Demand Response, and System Wide operations. As such, comparative graphs were not included for this metric.



Not all revenue streams are consistent; as with the farebox recovery ratios, large accruals in expenses can cause cost efficiency performance to fluctuate from month to month, and quarter to quarter. Operating costs per vehicle revenue mile tended to be much higher than anticipated due to decreased ridership coupled with increased expenses, particularly for demand response, resulting in continued inefficiencies in service delivery. Fixed route expenses continued to be impacted by the COVID-19 pandemic, though some RTAs managed to find operational efficiencies that led to lower than anticipated costs. This could be attributed to RTAs increasing the frequency at which service is operated in response to increasing ridership demand.

Operating Expenses / Vehicle Revenue Hour (VRH)

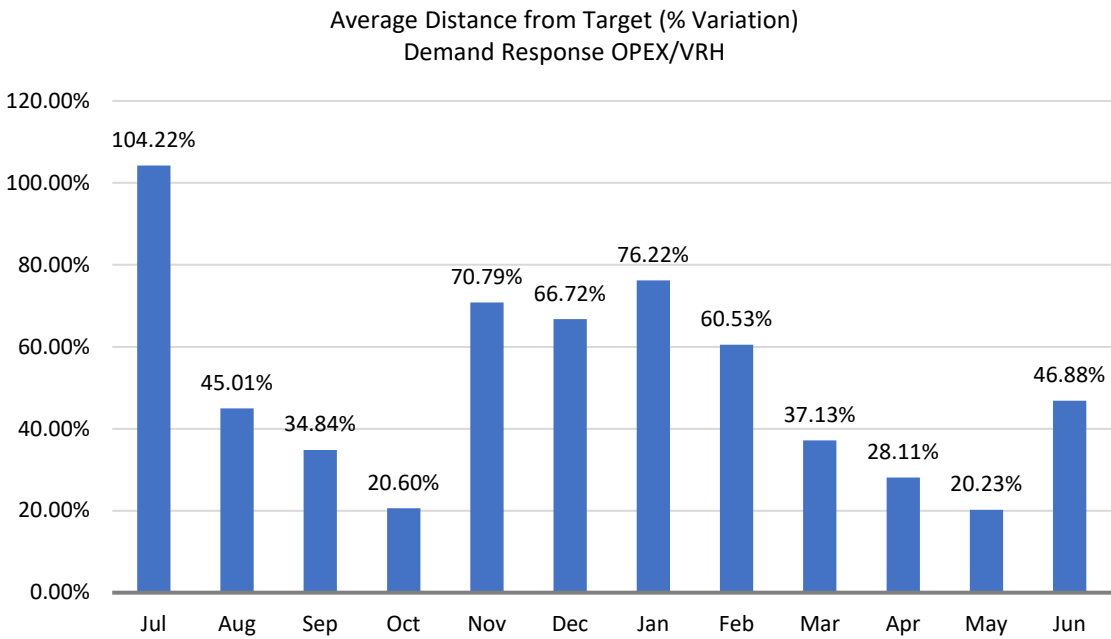
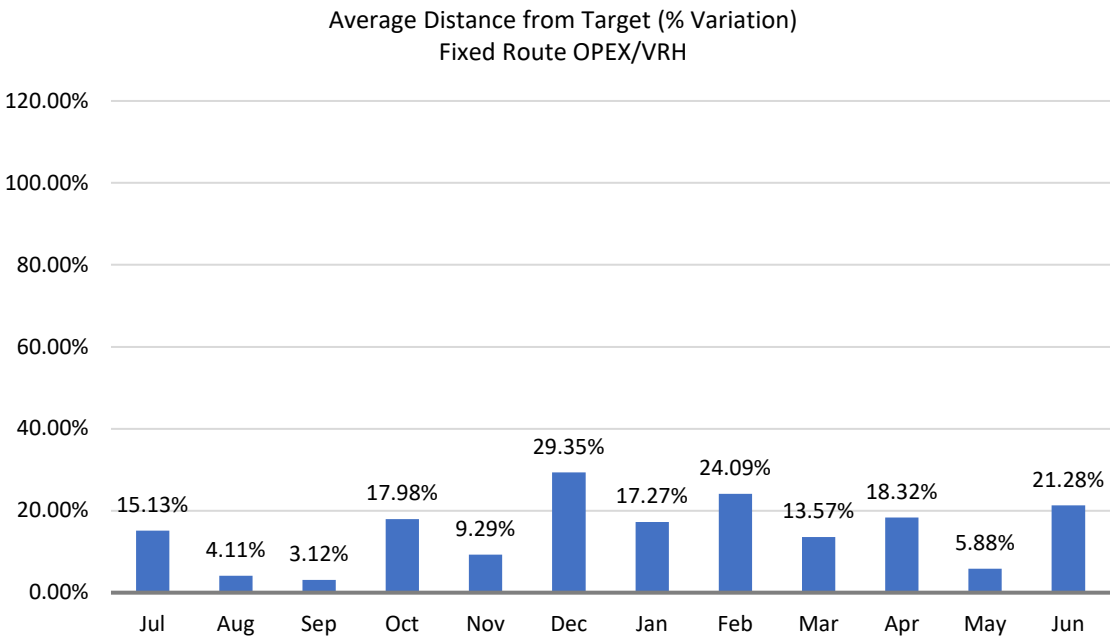
Operating Expense per Vehicle Revenue Hour: This metric is a cost efficiency measure and helps to understand operational efficiency on a per hour basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating cost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

FY21 Fixed Route OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 13 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA	\$94.30	\$105.34	\$96.83	8.79%
CATA	\$122.69	\$81.61	\$127.07	-35.78%
CCRTA	\$60.83	\$81.94	\$63.84	28.36%
FRTA	\$128.45	\$167.82	\$133.63	25.59%
GATRA	\$75.65	\$92.74	\$81.00	14.50%
LRTA				
MART	\$132.13	\$141.28	\$128.20	10.20%
MVRTA	\$94.61	\$98.83	\$100.37	-1.53%
MWRTA	\$56.81	\$85.07	\$62.03	37.16%
NRTA	\$84.00	\$37.26	\$85.00	-56.17%
PVTA	\$91.73	\$109.57	\$94.87	15.49%
SRTA	\$112.40	\$138.39	\$117.51	17.77%
VTA	\$61.50	\$88.85	\$62.12	43.02%
WRTA	\$117.19	\$131.87	\$135.35	-2.57%

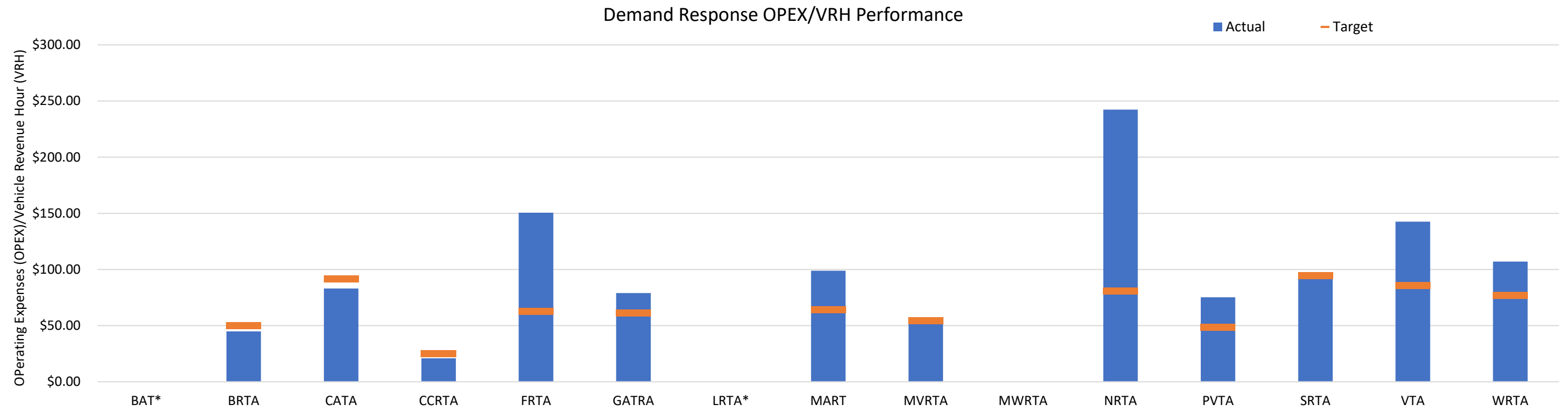
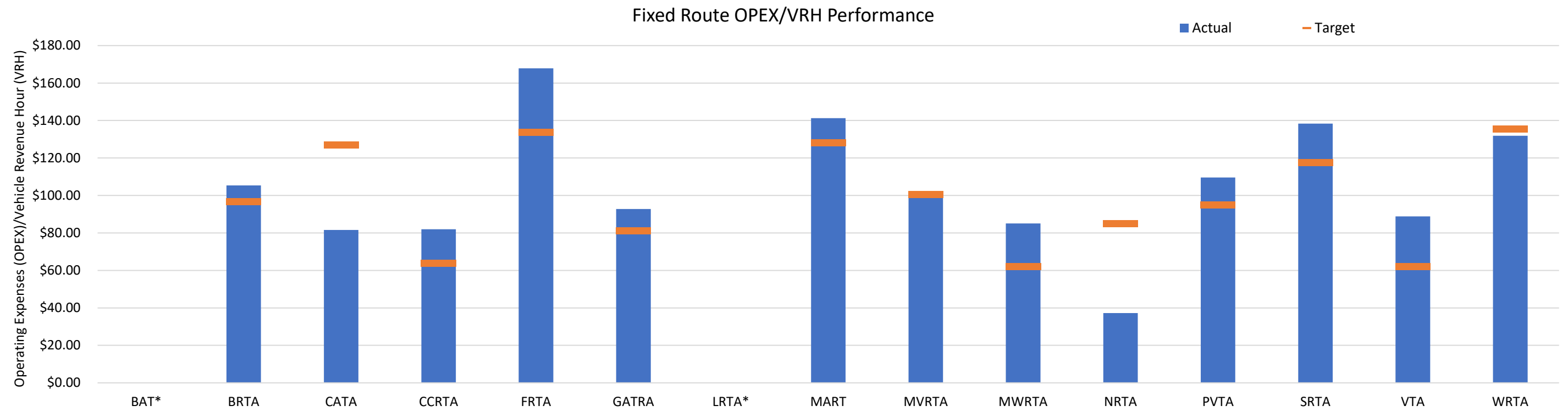
FY21 Demand Response OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 13 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA	\$41.56	\$44.79	\$49.89	-10.22%
CATA	\$81.11	\$83.08	\$91.49	-9.20%
CCRTA	\$23.95	\$20.81	\$25.13	-17.21%
FRTA	\$60.24	\$150.51	\$62.66	140.20%
GATRA	\$56.67	\$78.93	\$61.35	28.65%
LRTA				
MART	\$65.99	\$98.84	\$64.02	54.39%
MVRTA	\$51.20	\$53.74	\$54.32	-1.06%
MWRTA	\$65.64	\$100.62	\$71.67	40.40%
NRTA	\$85.00	\$242.39	\$81.00	199.25%
PVTA	\$47.39	\$75.19	\$48.65	54.55%
SRTA	\$90.39	\$96.87	\$94.50	2.51%
VTA	\$84.66	\$142.55	\$85.50	66.73%
WRTA	\$66.69	\$107.05	\$77.03	38.98%

FY21 Systemwide OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour) 9 RTAs Reporting				
RTA	Baseline	Actual	Target	Variance
BAT				
BRTA	\$79.11	\$92.16	\$83.84	9.93%
CATA	\$106.33	\$81.95	\$110.62	-25.92%
CCRTA	\$35.28	\$34.10	\$37.03	-7.90%
FRTA	\$92.55	\$159.20	\$96.28	65.35%
GATRA				
LRTA	\$59.30	\$70.81	\$62.30	13.66%
MART	\$80.47	\$113.67	\$78.07	45.60%
MVRTA	\$72.91	\$90.10	\$77.35	16.48%
MWRTA	\$61.14	\$90.24	\$66.75	35.19%
NRTA				
PVTA	\$76.97	\$102.00	\$79.73	27.93%
SRTA				
VTA				
WRTA				

Notes: WRTA’s Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi. Note that based on the MOU agreements, not every RTA submitted Operating Expense / Vehicle Revenue Mile data for Fixed Route, Demand Response, and System Wide operations. CCRTA’s targets, baselines and performance are calculated by first removing fare revenues from the total operating cost.



Not all revenue streams are consistent; as with the farebox recovery ratios, large accruals in expenses can cause cost efficiency performance to fluctuate from month to month, and quarter to quarter. Operating costs per vehicle revenue hour tended to be much higher than anticipated due to decreased ridership coupled with increased expenses, particularly for demand response, resulting in continued inefficiencies in service delivery. Fixed route expenses continued to be impacted by the COVID-19 pandemic, though some RTAs managed to find operational efficiencies that led to lower than anticipated costs. This could be attributed to RTAs expanding the span of service operated with increasing ridership demand.



*No target or baseline were included in the respective MOU.

Asset Management Performance Metric Analysis

Rolling Stock

Rolling Stock: Revenue transit vehicles such as buses, vans, cars, railcars, locomotives, trolley cars and buses, and ferry boats.⁶¹ 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 25%. Lower performance percentages are representative of a better SGR. Based on the FY2021 performance, RTAs should prioritize capital replacement of cutaway and bus fleets.

Notes: FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only. No data was received for GATRA.

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.⁶²

Rolling Stock: Bus (BU) 14 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	16.00%	6.52%	9.48%
BRTA	11.11%	33.33%	-22.22%
CATA	40.00%	42.86%	-2.86%
CCRTA	0.00%	0.00%	0.00%
FRTA*	10.00%	0.00%	10.00%
GATRA**			
LRTA	10.00%	4.55%	5.45%
MART	15.00%	22.73%	-7.73%
MVRTA	16.07%	1.89%	14.18%
MWRTA			
NRTA	68.40%	0.00%	68.40%
PVTA	35.00%	32.98%	2.02%
SRTA	25.00%	40.62%	-15.62%
VTA	12.12%	0.00%	12.12%
WRTA	32.08%	37.74%	-5.66%



⁶¹ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

⁶² 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.⁶³



Rolling Stock: Cutaway (CU) 13 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	30.00%	25.00%	5.00%
BRTA	19.35%	34.48%	-15.13%
CATA	0.00%	25.00%	-25.00%
CCRTA	10.00%	5.43%	4.57%
FRTA*	16.00%		16.00%
GATRA**			0.00%
LRTA	35.00%	40.00%	-5.00%
MART	21.30%	17.68%	3.62%
MVRTA	69.50%	4.17%	65.33%
MWRTA	25.00%	12.62%	12.38%
NRTA			
PVTA	0.00%	38.41%	-38.41%
SRTA	25.00%	48.39%	-23.39%
VTA	16.70%	0.00%	16.70%
WRTA	52.46%	54.39%	-1.93%

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.⁶⁴

Rolling Stock: Minivan (MV) 4 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT			
BRTA	0.00%	0.00%	0.00%
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*			
GATRA**			
LRTA	0.00%	0.00%	0.00%
MART			
MVRTA			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	0.00%	100.00%	-100.00%
WRTA	100.00%	100.00%	0.00%



⁶³ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁶⁴ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Van (VN): An enclosed vehicle having a typical seating capacity of 8 to 18 passengers and a driver. A van is typically taller and with a higher floor than a passenger car, such as a hatchback or station wagon. Vans normally cannot accommodate standing passengers.⁶⁵



Rolling Stock: Van (VN) 7 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	10.00%	15.52%	4.48%
BRTA			
CATA			
CCRTA			
FRTA*		42.11%	-32.11%
GATRA**	22.22%	0.00%	22.22%
LRTA			
MART			
MVRTA	0.00%	0.00%	0.00%
MWRTA			
NRTA	50.00%	50.00%	0.00%
PVTA	0.00%		
SRTA			
VTA		0.00%	0.00%
WRTA			

Over-the-road Bus (BU): A bus characterized by an elevated passenger deck located over a baggage compartment.⁶⁶

Rolling Stock: Over-the-road Bus (BR) 1 RTA Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	25.00%	33.33%	-8.33%
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA**			
LRTA			
MART			
MVRTA			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA			
WRTA			



⁶⁵ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁶⁶ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Automobile (AO): A passenger car up to and including station wagons in size. Excludes minivans and anything larger.⁶⁷



Rolling Stock: Automobile (AO) 1 RTA Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA**			
LRTA			
MART			
MVRTA**			
MWRTA	100.00%	100.00%	0.00%
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

Articulated Bus (AB): An extra-long (54 ft. to 60 ft.) bus with two connected passenger compartments. The rear body section is connected to the main body by a joint mechanism that allows the vehicles to bend when in operation for sharp turns and curves and yet have a continuous interior.⁶⁸

Rolling Stock: Articulated Bus (AB) 1 RTA Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA**			
LRTA			
MART			
MVRTA**			
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA			
VTA			
WRTA			



⁶⁷ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁶⁸ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Equipment

Equipment: Non-revenue support service vehicles such as automobiles, trucks, or steel wheel vehicles used by supervisors or maintenance staff.⁶⁹ On average, RTA support fleets consist of automobiles, trucks, and other rubber tire vehicles. RTA equipment fleets are generally in a state of good repair (SGR), though slightly less so than RTA revenue fleets. With some exceptions, most of the reported rolling stock that is beyond useful life is under 25%. Lower performance percentages are representative of a better SGR. Based on the FY2021 performance, RTAs should prioritize capital replacement of service automobiles.

Notes: FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only. No data was received for GATRA.

Automobiles: Passenger cars, including station wagons. Excludes SUVs (crossovers and traditional SUVs), vans, minivans, and pickup trucks.⁷⁰

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.⁷¹

Equipment: Automobiles 13 RTAs Reporting				Equipment: Trucks and Other Rubber Tire Vehicles 14 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference	RTA	FY21 Target	FY21 Performance	Difference
BAT	35.00%	33.33%	1.67%	BAT	40.00%	37.50%	2.50%
BRTA	0.00%	100.00%	-100.00%	BRTA	0.00%	90.91%	-90.91%
CATA				CATA	100.00%	100.00%	0.00%
CCRTA				CCRTA	10.00%	0.00%	10.00%
FRTA*	33.00%	100.00%	-67.00%	FRTA*	20.00%	0.00%	20.00%
GATRA**				GATRA**			
LRTA	33.33%	33.33%	0.00%	LRTA	66.67%	75.00%	-8.33%
MART	0.00%	100.00%	-100.00%	MART	11.76%	7.41%	4.35%
MVRTA	0.00%	100.00%	-100.00%	MVRTA	8.33%	0.00%	8.33%
MWRTA	100.00%		100.00%	MWRTA	50.00%	50.00%	0.00%
NRTA	0.00%	25.00%	-25.00%	NRTA	0.00%	0.00%	0.00%
PVTA	60.00%	83.33%	-23.33%	PVTA	35.00%	33.33%	1.67%
SRTA	50.00%	66.67%	-16.67%	SRTA	50.00%	56.25%	-6.25%
VTA	36.40%	55.56%	-19.16%	VTA			
WRTA	66.67%	50.00%	16.67%	WRTA	75.00%	75.00%	0.00%

⁶⁹ National Transit Database (NTD) Glossary (<https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary>)

⁷⁰ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁷¹ 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.⁷² While all RTAs have at least one administrative and/or maintenance facility, not all RTAs have a stand-alone passenger facility. RTA facilities are generally in a state of good repair (SGR). With a few exceptions, most of the reported facilities are above a 3.0 on the TERM Scale. Lower performance percentages are representative of a better SGR.

Notes: FRTA's targets are representative of the MassDOT Group TAM Plan, which includes FRTA and the Mashpee Wampanoag Tribe. The Tribe does not submit asset data until April, so the current performance is reflective of FRTA's assets only. No data was received for GATRA.

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.⁷³



Facilities: Passenger / Parking Facilities 11 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	0.00%	0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*	0.00%	0.00%	0.00%
GATRA**			
LRTA	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%
MVRTA	0.00%	0.00%	0.00%
MWRTA			
NRTA			
PVTA	0.00%	0.00%	0.00%
SRTA	0.00%	0.00%	0.00%
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%

⁷² Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

⁷³ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Administrative / Maintenance Facilities: Facilities that house the administrative offices owned by a transit agency and/or are those where routine maintenance and repairs, heavy maintenance or unit rebuilds are conducted. Administrative facilities also include separate buildings for customer information or ticket sales that are not part of passenger stations. Administrative and maintenance facilities are reportable only if the agency has capital responsibility and transit use is greater than incidental.⁷⁴



Facilities: Administrative / Maintenance Facilities 15 RTAs Reporting			
RTA	FY21 Target	FY21 Performance	Difference
BAT	0.00%	0.00%	0.00%
BRTA			
CATA	0.00%	0.00%	0.00%
CCRTA	0.00%	0.00%	0.00%
FRTA*	50.00%	50.00%	0.00%
GATRA**			
LRTA	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%
MVRTA	0.00%	0.00%	0.00%
MWRTA	0.00%	0.00%	0.00%
NRTA	0.00%	0.00%	0.00%
PVTA	0.00%	0.00%	0.00%
SRTA	0.00%	0.00%	0.00%
VTA	0.00%	0.00%	0.00%
WRTA	0.00%	0.00%	0.00%

⁷⁴ Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting*. Pgs. 1-296.

Summary & Next Steps

This FY2021 progress report provides a description of the system of performance metrics bilaterally agreed to by the MassDOT and fifteen RTAs and overall analysis of RTA performance results, as required by the ACT. This data underscores the individual characteristics of each RTA and demonstrates that the COVID-19 pandemic has impacted each of them in different ways. As shown in Figure 13, the RTAs on average accumulated just under half of their ridership targets. This in turn impacted their productivity, particularly for fixed route. Fare revenue collection was also impacted by decreased ridership, as well as the variance in the reinstatement of fare collection as the state progressed through its phased reopening plan. The pandemic's negative impact on RTA cost efficiency was most noticeable for demand response, despite its overall better productivity performance, though this trend is typically seen even under normal circumstances as demand response operations are typically more expensive than fixed route. Overall, RTA average on-time performance fared the best, and actually exceeded the identified targets.

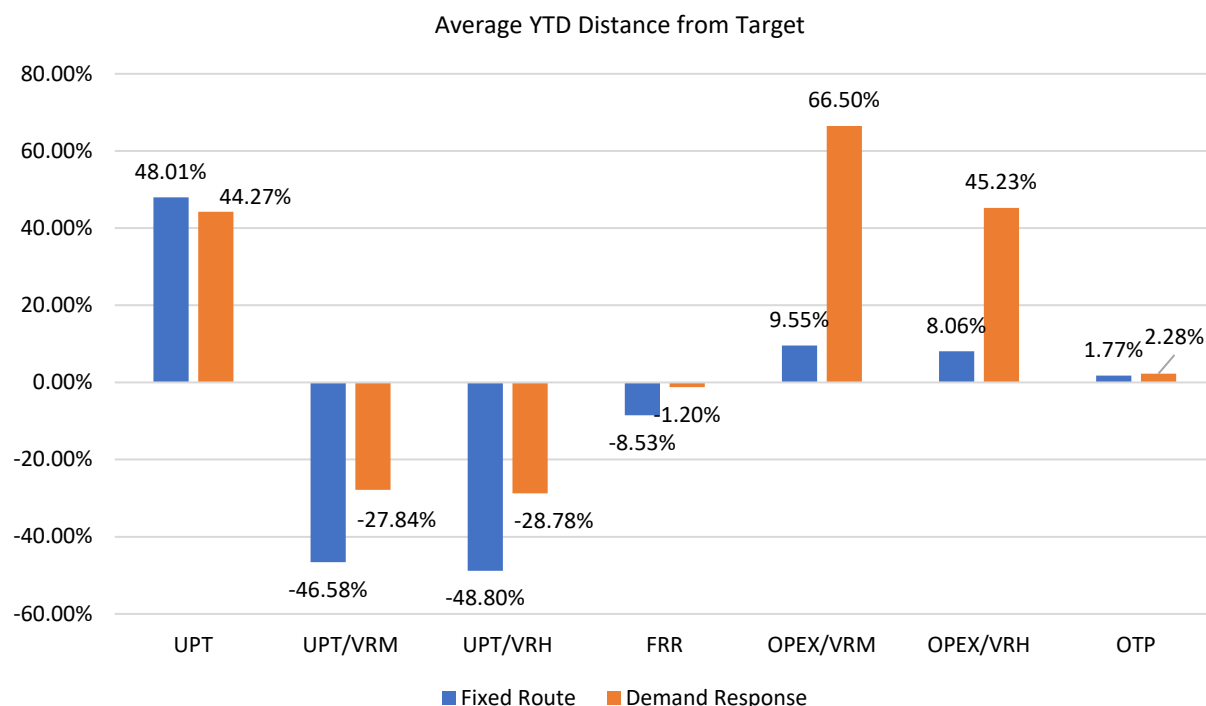


Figure 13: Average year-to-date (YTD) distance from the identified target by metric.

Over time, MassDOT RTD expects that the results of the performance management program will 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. In preparation for the negotiation of the FY2022-FY2023 MOUs, MassDOT RTD surveyed industry best practices and literature and worked closely with the RTAs to develop appropriate performance metric targets in light of the COVID-19 pandemic's impacts on ridership and operations. For the next performance tracking cycle, MassDOT RTD will utilize a recovery baseline of FY2019 to monitor the RTAs gradual recovery from the pandemic and return to the "new normal." MassDOT RTD recognizes that targeting a return to FY2019 performance is not a sustainable practice for all RTAs, and therefore has

recommended that the RTAs utilize a midpoint baseline, or the first half of FY2021, for target setting purposes. Continuing to collect actual and target values over time will allow for longitudinal analyses that highlight trends, best practices and successful innovative policies, as well as the impact of external factors, including the COVID-19 pandemic.

Detail on the optional metrics, supplemental information and summaries of each RTA's stretch performance metrics progress can be found in Appendix B.

Appendices

APPENDIX A – RTA BACKGROUND INFORMATION

APPENDIX B – RTA PROFILES

APPENDIX C - PRE- AND POST-PANDEMIC COMPARISONS

APPENDIX D – COVID-19 FEDERAL RELIEF FUNDING

Appendix A – RTA Background Information

In Massachusetts, there are fifteen 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. These services, while managed by the RTA's administrative staff, are provided through contracted operators. In FY2019, the RTAs provided a total of 29,121,248 unlinked passenger trips to local transit riders throughout the Commonwealth.⁷⁵ In FY2020, a total of 23,351,598 unlinked passenger trips were provided, a 19.8% reduction from the year before. In FY2021, the RTAs provided a total of 14,001,768 unlinked trips, a further reduction of 40% from the year before.

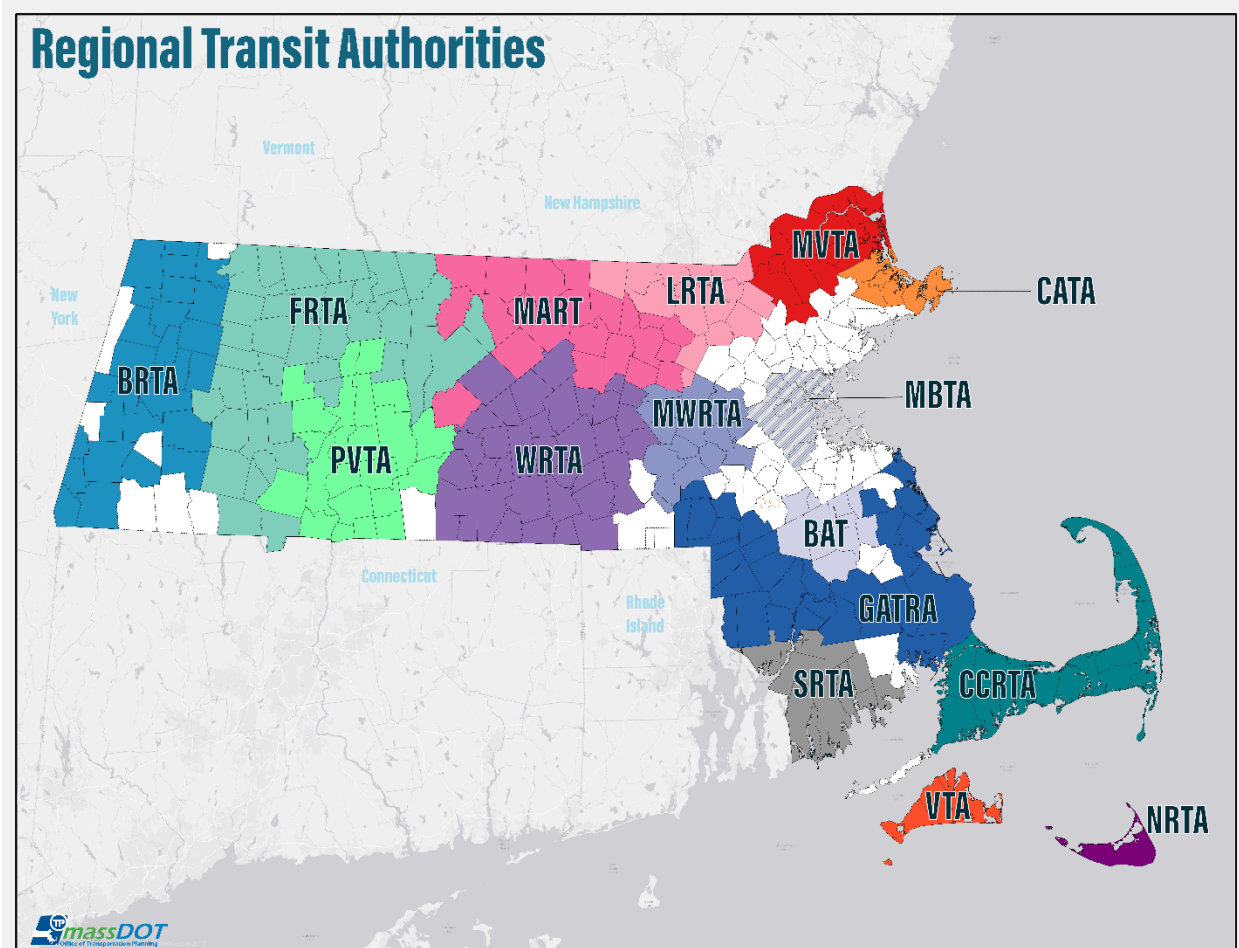


Figure 14: Map of the RTAs in Massachusetts, including the Massachusetts Bay Transportation Authority (MBTA) bus system.

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 state operating funds in the form of State Contract Assistance (SCA), which is passed through the 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 FY2019, the RTAs were also allocated an additional sum of operating funds to be used for a competitive discretionary grant program. The competitive Discretionary Grant Program enabled the RTAs to test new and

⁷⁵ GrantsPlus+ Monthly Service Data Reports

innovative service models, such as to deploy microtransit pilots, to pursue marketing and outreach campaigns, and to gather data on local demand for evening and weekend service through pilot programs. This allocation continued through FY2021, though was not provided in FY2022.

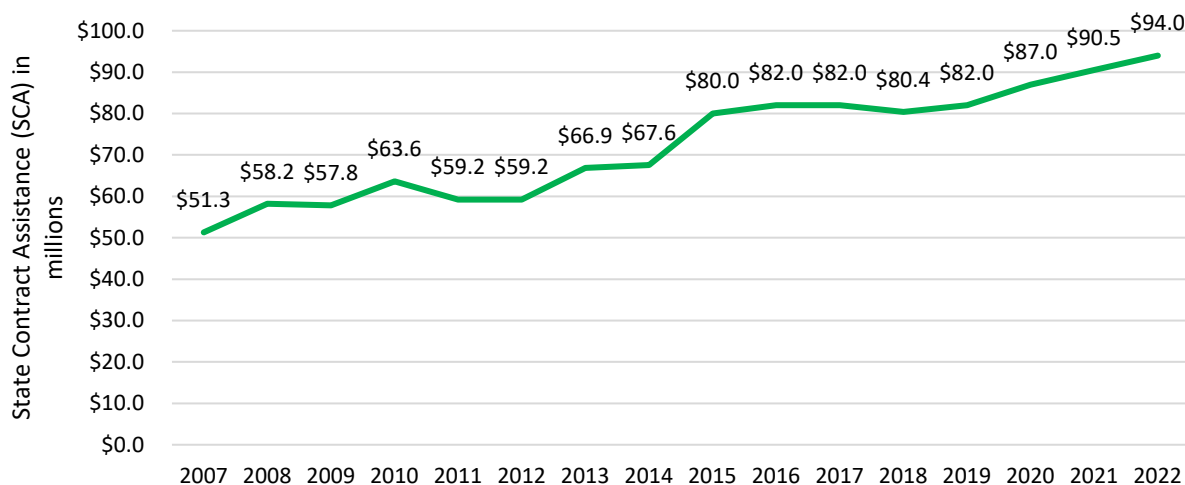


Figure 15: Total SCA allocation (in millions) for all RTAs (FY2007-FY2022). This does not include discretionary grant funding from the FY2019, FY2020 and FY2021 budget cycles.

Although they have similar service goals, the RTAs serve diverse areas throughout Massachusetts, including many rural areas, much of suburban Boston, college towns as well as suburban and urban colleges and universities, other large and small urbanized areas, and areas where ridership is significantly affected by seasonal tourism. While some RTAs are predominantly defined by their seasonal tourism service or college and university service, many RTAs serve commuters, tourists, students, and a variety of trip purposes, which speaks to the flexibility they must employ. RTA ridership began to decline in FY2017, mirroring national trends (Figure 16). This trend has been exacerbated by the COVID-19 pandemic, as shown in fiscal years 2020 and 2021.

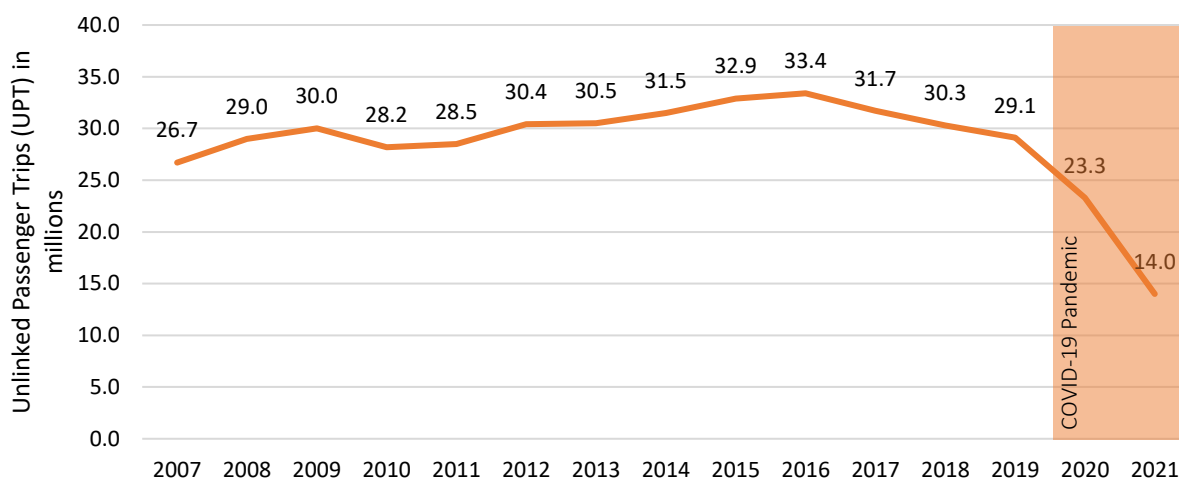


Figure 16: Total ridership (in millions) for all RTAs (FY2007-FY2021).

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

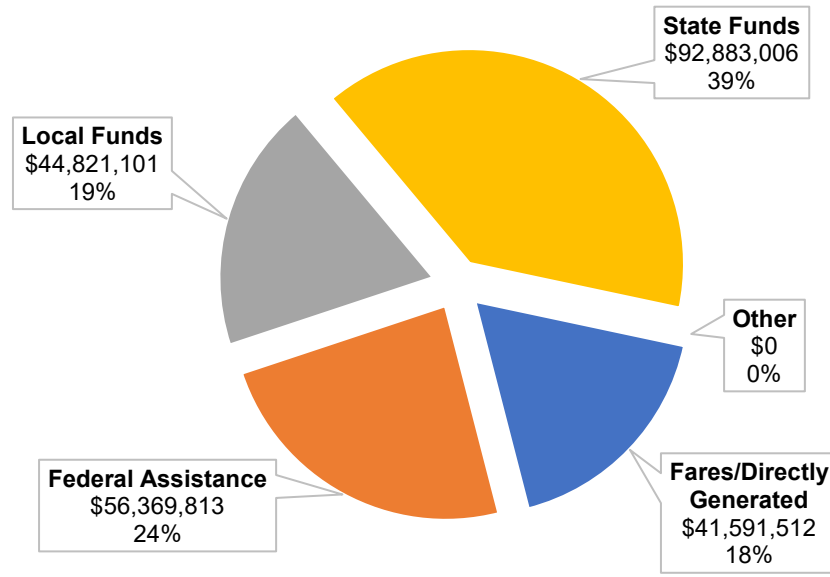


Figure 17: Sources of operating funds expended during SFY2020⁷⁶

The RTAs' capital programs are funded through two main sources: state and Federal funds (Figure 18). Capital funds provided by the Commonwealth are primarily programmed to keep RTA fleets in a state of good repair, as well as for various technical assistance support. State capital funding is also traditionally provided as the required 20% local match to leverage an 80% federal share.

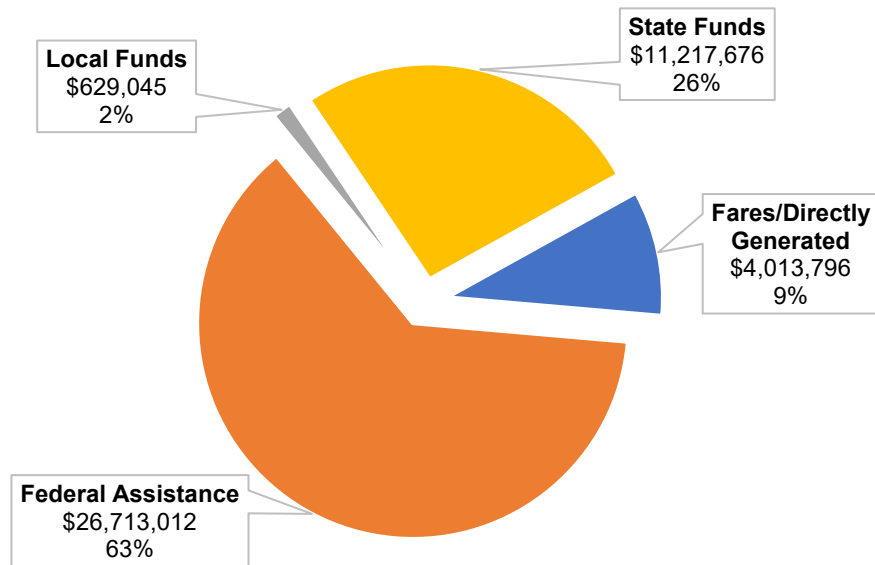


Figure 18: Sources of capital funds expended during SFY2020.⁷⁷

⁷⁶ 2020 Funding Sources, National Transit Database (<https://www.transit.dot.gov/ntd/data-product/2020-funding-sources>)

⁷⁷ 2020 Funding Sources, National Transit Database (<https://www.transit.dot.gov/ntd/data-product/2020-funding-sources>)

Appendix B – RTA Profiles

Appendix B provides an overview of each regional transit authority and includes the following:

SUMMARY PROFILES

The summary statistics for each RTA were extracted from the 2021 Program Preview documentation and the GrantsPlus+ Monthly Service Data reports, as well as the agencies' websites. These summaries provide a high-level summary 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 FY20 MOU. The charts in these sections include both the Universal Metrics and the Additional Metrics, as reported through Quarter 4. These are the same values that were reported by metric in the *"Universal" Performance Metrics* section and are now grouped by RTA.

The Additional Metrics were an optional inclusion to the MOUs for the RTAs and reflect the unique measures that each RTA tracks and finds relevant to their system. Since these additional metrics are specific to each RTA, this section does not include comparative interpretation or analysis.

ASSET MANAGEMENT METRICS

For each RTA, the NTD reported asset management metrics have been summarized by asset category. These are the same values that were reported by metric in the *Asset Management Performance Metrics* section and are now grouped by RTA. The performance reported should be viewed as draft, as the data is under review by NTD.

STRETCH PERFORMANCE METRICS

For each RTA, the Stretch Performance Metrics some RTAs included in the MOUs have been summarized. The Stretch Performance Metrics were an optional inclusion to the MOUs and are designed to foster innovation and entrepreneurship. As the stretch performance measures are unique to each RTA, this section does not include comparative interpretation or analysis.



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: 5:45am – 7:20pm Sat: 7:15am – 7:00pm Sun: No Service

Ridership Information (FY21)	
Fixed Route	327,100 unlinked passenger trips
Demand Response	14,995 unlinked passenger trips

Municipalities Served (27)									
Adams	Cheshire	Egremont	Hinsdale	Lenox	New Ashford	Peru	Savoy	Washington	
Alford	Clarksburg	Florida	Lanesborough	Monterey	North Adams	Pittsfield	Sheffield	Williamstown	
Becket	Dalton	Great Barrington	Lee	Mount Washington	Otis	Richmond	Stockbridge	Windsor	

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	533,095	26,455	29,309	27,466	29,672	24,306	25,334	22,611	23,126	29,280	30,430	28,643	30,468	327,100	532,838	61.39%
UPT/VRM	0.56	0.37	0.39	0.35	0.37	0.34	0.34	0.33	0.33	0.34	0.37	0.37	0.38	0.36	0.53	-32.66%
UPT/VRH	9.69	6.42	7.23	6.23	6.55	6.02	5.56	5.47	5.48	6.12	6.62	6.60	6.71	6.25	9.04	-30.88%
FRR	13.81%	9.20%	8.28%	9.44%	7.00%	8.04%	8.28%	9.15%	6.20%	8.71%	9.34%	10.89%	7.79%	8.43%	11.65%	-3.22%
OP EXP/VRM	\$5.43	\$6.38	\$5.39	\$5.20	\$6.87	\$5.69	\$5.64	\$6.55	\$7.61	\$5.44	\$6.05	\$4.97	\$6.65	\$6.02	5.68	5.99%
OP EXP/VRH	\$94.30	\$111.81	\$100.68	\$92.76	\$122.58	\$101.38	\$92.13	\$107.65	\$124.76	\$96.81	\$107.74	\$88.53	\$117.93	\$105.34	\$96.83	8.79%
OTP	90.36%	94.05%	93.49%	92.85%	80.80%	93.79%	93.29%	85.15%	84.15%	84.53%	80.85%	76.16%	72.71%	85.99%	91.27%	-5.28%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	28,300	1,077	1,005	1,057	1,164	1,109	1,124	1,123	1,143	1,553	1,586	1,458	1,556	14,955	28,343	52.76%
UPT/VRM	0.10	0.10	0.10	0.10	0.10	0.09	0.11	0.12	0.13	0.12	0.12	0.11	0.11	0.11	0.10	12.29%
UPT/VRH	1.27	0.89	0.88	0.86	0.92	1.00	0.93	1.02	1.03	1.11	1.21	1.16	1.27	1.03	1.27	-19.09%
FRR	14.78%	6.85%	6.31%	6.57%	5.82%	7.10%	5.56%	6.22%	5.97%	8.44%	7.08%	9.87%	10.44%	7.15%	10.42%	-3.26%
OP EXP/VRM	\$3.14	\$4.31	\$4.55	\$4.60	\$5.00	\$4.31	\$5.75	\$6.01	\$5.95	\$4.28	\$5.12	\$3.89	\$3.60	\$4.70	\$3.77	24.60%
OP EXP/VRH	\$41.56	\$38.95	\$40.99	\$40.01	\$47.59	\$46.32	\$50.48	\$49.04	\$48.57	\$39.16	\$53.69	\$40.75	\$42.83	\$44.79	\$49.89	-10.22%
OTP	95.95%	94.60%	97.35%	94.95%	94.85%	96.70%	96.70%	94.60%	98.30%	98.30%	97.80%	97.80%	98.05%	96.67%	96.25%	0.42%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	561,395	27,532	30,314	28,523	30,836	25,415	26,458	23,734	24,269	30,833	32,016	30,101	32,024	342,055	561,181	60.95%
UPT/VRM	0.45	0.33	0.35	0.32	0.33	0.30	0.31	0.31	0.31	0.31	0.33	0.33	0.34	0.32	0.43	-24.74%
UPT/VRH	7.27	5.16	5.84	5.06	5.32	4.94	4.60	4.53	4.55	4.99	5.42	5.38	5.55	5.11	6.89	-25.80%
FRR	13.93%	8.98%	8.08%	9.13%	6.88%	7.94%	7.94%	8.83%	6.18%	8.68%	9.06%	10.77%	8.03%	8.30%	11.45%	-3.15%
OP EXP/VRM	\$4.89	\$6.11	\$5.29	\$5.13	\$6.63	\$5.49	\$5.65	\$6.49	\$7.42	\$5.29	\$5.92	\$4.81	\$6.18	\$5.85	\$5.24	11.50%
OP EXP/VRH	\$79.11	\$95.27	\$87.62	\$81.26	\$106.18	\$89.49	\$83.43	\$95.29	\$108.93	\$83.80	\$95.74	\$77.79	\$101.95	\$92.16	\$83.84	9.93%
OTP	93.16%	94.33%	95.42%	93.90%	87.83%	95.25%	95.00%	89.88%	91.23%	91.42%	89.33%	86.98%	85.38%	91.33%	93.76%	-2.43%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Difference
Bicycles Carried	7,388	411	573	362	307	222	259	239	146	199	343	429	448	3,938	6,668	59.06%
Wheelchair Transports	2,240	146	160	145	149	147	168	150	159	134	209	186	187	1,940	2,353	82.43%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	11.11%	33.33%	-22.22%	Automobiles	0.00%	100.00%	-100.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	19.35%	34.48%	-15.13%	Trucks/Other Rubber Tires	0.00%	90.91%	-90.91%	Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The BRTA’s MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Transition from Paper Fare Medium to Electronic Fare-Demand Response:
 - INTERIM MILESTONE (FY20): 20% Conversion
 - PROGRESS THROUGH FY20: BRTA has secured funding and has initiated the procurement process. Funds were released to the vendor to advance the transition.
 - TARGET (FY21): 30% Conversion
 - PROGRESS THROUGH FY21: BRTA signed a contract with RouteMatch and work began on creating the program. In FY21, BRTA and RouteMatch progressed to creating the customer interface and administrative portal options, as well as establishing an account to collect the funds. The project launch was delayed due to chip shortages and backorders for new tablets but is expected to go live in the first quarter of FY22.



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: 4:50am – 12:20am Sat: 5:05am – 11:40pm Sun: 11:00am – 7:30pm

Ridership Information (FY21)	
Fixed Route	1,146,570 unlinked passenger trips
Demand Response	61,793 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,405,040	102,225	115,976	104,819	104,069	89,062	86,467	77,924	72,586	97,150	96,986	98,220	102,468	1,147,952	2,466,511	46.54%
UPT/VRH	22.27	14.56	16.70	14.78	13.34	12.32	12.00	11.03	10.44	12.33	12.78	14.18	14.58	13.24	22.67	-41.62%
FRR	22.13%	0.09%	3.65%	11.74%	14.67%	8.79%	10.84%	9.77%	9.35%	13.16%	11.15%	12.46%	12.11%	9.90%	22.50%	-12.60%
OP EXP/VRM	\$8.79	\$9.36	\$9.10	\$9.44	\$8.01	\$10.06	\$9.51	\$10.20	\$9.86	\$9.19	\$9.27	\$9.69	\$11.18	\$9.55	\$9.04	5.67%
OTP	97.33%	100.00%	99.98%	99.90%	99.81%	99.95%	99.71%	99.99%	99.96%	99.87%	98.86%	99.43%	99.66%	99.76%	98.00%	1.76%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	167,843	3,858	3,896	4,701	5,919	5,356	5,185	4,086	4,425	6,049	5,724	5,881	6,711	61,791	168,783	36.61%
UPT/VRH	2.47	0.91	1.02	1.14	1.42	1.28	1.14	1.08	1.25	1.41	1.50	1.62	1.66	1.28	2.48	-48.21%
FRR	28.95%	2.88%	8.29%	13.80%	24.39%	22.75%	20.26%	16.51%	22.63%	21.93%	20.55%	25.89%	31.62%	18.84%	29.07%	-10.23%
OP EXP/VRM	\$6.32	\$13.02	\$9.70	\$10.98	\$8.38	\$9.05	\$9.09	\$11.17	\$10.22	\$8.57	\$9.29	\$7.13	\$5.85	\$9.17	\$6.76	35.67%
OTP	88.73%	93.50%	94.55%	94.46%	94.40%	93.17%	94.23%	95.76%	94.50%	95.07%	94.43%	92.40%	93.69%	94.18%	88.75%	5.43%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,572,883	106,083	119,872	109,520	109,988	94,418	91,652	82,010	77,011	103,199	102,710	104,101	109,179	1,209,743	2,635,294	45.91%
UPT/VRH	14.60	9.44	11.15	9.78	9.19	8.28	7.79	7.57	7.35	8.49	9.01	9.85	9.87	8.97	15.85	-43.40%
FRR	23.96%	0.88%	4.68%	12.26%	17.23%	12.06%	13.19%	11.38%	12.48%	15.28%	13.50%	15.35%	15.44%	12.03%	24.27%	-12.24%
OP EXP/VRM	\$7.97	\$10.17	\$9.23	\$9.78	\$8.11	\$9.81	\$9.40	\$10.42	\$9.94	\$9.03	\$9.27	\$9.00	\$9.67	\$9.46	\$8.28	14.24%
OTP	96.81%	96.75%	97.27%	97.18%	97.11%	96.56%	96.97%	97.88%	97.23%	97.47%	96.65%	95.92%	96.68%	96.97%	97.45%	-0.48%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$4.59	\$8.27	\$7.23	\$8.69	\$7.29	\$10.32	\$10.54	\$7.29	\$12.30	\$9.75	\$9.48	\$8.94	\$10.16	\$9.43	\$4.73	99.37%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$25.68	\$87.02	\$61.24	\$64.97	\$48.83	\$52.42	\$58.54	\$69.86	\$62.37	\$49.97	\$53.48	\$40.91	\$31.98	\$54.67	\$27.29	100.33%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
OP EXP/UPT	\$5.65	\$11.13	\$8.99	\$11.11	\$10.00	\$12.71	\$13.25	\$14.57	\$15.18	\$12.11	\$11.94	\$10.75	\$11.50	\$11.74	\$6.10	92.48%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	16.00%	6.52%	9.48%	Automobiles	35.00%	33.33%	1.67%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	30.00%	25.00%	5.00%	Trucks/Other Rubber Tires	40.00%	37.50%	2.50%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	20.00%	15.52%	4.48%								

STRETCH PERFORMANCE METRICS

- The BAT’s MOU includes five stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:
- Partner with the Massachusetts Bay Transportation Authority (MBTA) on Fixed Route, Demand Response, and Commuter Rail Services to offer improved customer service at a reduced cost to the Commonwealth of Massachusetts:
 - **INTERIM MILESTONE (FY20):** Expand Demand Response Service to adjacent towns of the RTA service area.
 - **PROGRESS THROUGH END OF FY20:** BAT has initiated coordination with the MBTA, but discussions have been tabled due to the COVID-19 Pandemic.
 - **TARGET (FY21):** Expand fixed route and/or assume maintenance of Brockton Commuter Rail Station
 - **PROGRESS THROUGH END OF FY21:** Brockton residents are now able to access the Commuter Rail at reduced fares. There are currently 70 individuals participating in the program, which is scheduled to end in May.
 - Convert Demand Response service to account based, no cash on board fare collection system in accordance with MBTA and MetroWest Regional Transit Authority (MWRTA):
 - **INTERIM MILESTONE (FY20):** Over 75% of customers are integrated.
 - **PROGRESS THROUGH END OF FY20:** BAT has completed the website and enrolled customers. Although BAT has initiated testing, there have been delays in completing the conversion process due to the COVID-19 Pandemic. Project to likely go live on September 1 with all customers required to utilize.
 - **TARGET (FY21):** 100% of customers are integrated.
 - **PROGRESS THROUGH END OF FY21:** Paratransit customers are paying all fares using the cashless system, and drivers are no longer accepting cash payments.
 - Review conclusions of the RTA Transportation Network Company (TNC) study and implement
 - **INTERIM MILESTONE (FY20):** Complete review of options.
 - **PROGRESS THROUGH THE END OF FY20:** BAT has completed the review.
 - **TARGET (FY21):** Implement at least one taxi or TNC program.
 - **PROGRESS THROUGH THE END OF FY21:** The TNC study conclusions have been incorporated into the BAT Comprehensive Transit Plan.
 - Take advantage of MassDOT route study and any additional funding to add an Electric Bus component to the fleet:
 - **INTERIM MILESTONE (FY20):** Begin analysis of routes and capital costs.
 - **PROGRESS THROUGH END OF FY20:** BAT has used the Capital Improvement Program (CIP) process to examine electric bus infrastructure and has programmed electric buses in its 2025 TIP.
 - **TARGET (FY21):** Complete analysis and secure funding if appropriate.

- **PROGRESS THROUGH END OF FY21:** BAT included electrification infrastructure in BAT’s Capital Plan for 2025, with electric buses included in BAT’s 2026 Capital Plan. National Grid provided a cost analysis study for BAT's consideration. BAT is exploring funding opportunities via earmark opportunities expected to become available in the Infrastructure Bill being considered by the Biden Administration and expects to modify the FY23 Capital Investment Plan to incorporate electrification.
- Outfit Entire Fleet with Automated Passenger Counters (APCs):
 - **INTERIM MILESTONE (FY20):** Obtain Funding.
 - **PROGRESS THROUGH END OF FY20:** Funding has been awarded and BAT is awaiting approval of this project in MassDOT’s current Statewide Transportation Improvement Program (STIP).
 - **TARGET (FY21):** Conduct procurement and install counters.
 - **PROGRESS THROUGH END OF FY21:** The Automated Passenger Counters are installed and are fully operational.



Cape Ann Transportation Authority (CATA)

SUMMARY PROFILE

Headquarters:
3 Pond Road
Gloucester, MA 01930

Administrator:
Felicia Webb

Website:
www.canntan.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 6:30am – 7:00pm Sat: 8:00am – 6:00pm Sun: No Service

Ridership Information (FY21)	
Fixed Route	139,883 unlinked passenger trips
Demand Response	19,062 unlinked passenger trips

Municipalities Served (5)				
Essex	Gloucester	Hamilton	Ipswich	Rockport

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	192,864	11,242	12,103	12,163	12,519	10,708	9,806	10,026	8,895	12,317	12,217	13,617	14,270	139,883	204,609	68.37%
UPT/VRH	13.38	4.25	4.62	4.56	4.61	4.23	3.64	3.87	3.71	4.49	4.46	4.94	5.37	4.40	14.11	-68.79%
FRR	8.97%	0.00%	0.00%	1.36%	1.83%	2.25%	1.51%	2.62%	2.17%	2.32%	1.68%	2.34%	1.71%	1.63%	9.25%	-7.62%
OP EXP/VRH	\$122.69	\$76.94	\$80.33	\$91.66	\$88.50	\$80.84	\$86.45	\$71.69	\$79.74	\$69.50	\$85.59	\$70.62	\$97.35	\$81.61	\$127.07	-35.78%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	29,116	1,232	1,265	1,238	1,335	1,291	1,172	1,161	1,253	1,791	1,702	2,509	3,113	19,062	30,889	61.71%
UPT/VRH	3.11	1.61	1.99	1.81	1.82	1.88	1.55	1.79	1.89	2.11	1.90	2.40	2.44	1.98	3.09	-36.02%
FRR	3.18%	0.00%	0.00%	2.14%	2.46%	2.31%	2.05%	2.14%	2.76%	3.63%	3.14%	5.28%	5.43%	2.67%	3.28%	-0.61%
OP EXP/VRH	\$81.11	\$85.83	\$92.46	\$103.21	\$102.83	\$93.67	\$95.03	\$91.18	\$88.95	\$71.93	\$80.72	\$57.64	\$64.56	\$83.08	\$91.49	-9.20%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	221,980	12,474	13,368	13,401	13,854	11,999	10,978	11,187	10,148	14,108	13,919	16,126	17,383	158,945	235,499	67.49%
UPT/VRH	9.63	3.65	4.11	4.00	4.01	3.73	3.18	3.46	3.31	3.92	3.83	4.24	4.42	3.84	9.60	-60.01%
FRR	7.24%	0.00%	0.00%	1.54%	1.98%	2.27%	1.63%	2.50%	2.31%	2.64%	2.02%	3.03%	2.60%	1.87%	7.46%	-5.59%
OP EXP/VRH	\$106.33	\$78.93	\$82.70	\$94.02	\$91.55	\$83.58	\$88.33	\$75.60	\$81.74	\$70.08	\$84.38	\$67.05	\$86.72	\$81.95	\$110.62	-25.92%

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

The CATA opted not to include additional metrics in the FY2020-2021 MOU.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	40.00%	42.86%	-2.86%	Trucks/Other Rubber Tires	100.00%	100.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	25.00%	-25.00%								

STRETCH PERFORMANCE METRICS

The CATA’s MOU includes two stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Increase Number of Public/Private Partnerships:
 - **INTERIM MILESTONE (FY20):** Establish one new public/private partnership.
 - **PROGRESS THROUGH END OF FY20:** CATA has secured funding through the MassDOT Workforce Transportation Grant Program, which required financial commitment from the local business community.
 - **TARGET (FY21):** Establish one new public/private partnership.
 - **PROGRESS THROUGH END OF FY21:** The City of Gloucester and EDIC both contributed funds toward CATA's workforce transportation pilot and are helping promote the service.
- Develop a new On-Time Performance (OTP) metric other than the existing “Out of the Barn” metric:
 - **INTERIM MILESTONE (FY20):** Develop new on-time performance metric and implementation plan
 - **PROGRESS THROUGH END OF FY2020:** CATA is working to determine the OTP metric which would be most appropriate for the agency, balancing customer service with staff available to monitor.
 - **TARGET (FY21):** Evaluate options for new on-time performance metric and implementation plan
 - **PROGRESS THROUGH END OF FY2021:** CATA was working to explore options for a new metric, but the COVID-19 pandemic became the priority throughout FY21.

Cape Cod Regional Transit Authority (CCRTA)



SUMMARY PROFILE

Headquarters:
215 Iyannough Road, PO Box 1988
Hyannis, MA 02601

Administrator:
Thomas Cahir

Website:
www.capecodtransit.org

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 5:30am – 9:00pm Sat: 7:30am – 9:00pm Sun: Seasonal Service

Ridership Information (FY21)	
Fixed Route	396,854 unlinked passenger trips
Demand Response	171,870 unlinked passenger trips
Demand Taxi	77,147 unlinked passenger trips

Municipalities Served (15)								
Barnstable Bourne	Brewster Chatham	Dennis Eastham	Falmouth Harwich	Mashpee Orleans	Provincetown Sandwich	Truro	Wellfleet	Yarmouth

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	614,144	50,491	51,221	37,798	29,492	26,987	24,150	22,899	20,846	25,851	26,641	31,895	48,583	396,854	626,427	63.35%
UPT/VRH	6.13	5.83	5.66	5.38	4.73	4.71	3.81	3.64	3.54	3.79	4.15	4.82	6.21	4.79	6.25	-23.44%
FRR	17.20%	13.25%	12.89%	11.83%	3.81%	3.80%	3.12%	4.42%	4.44%	4.79%	7.67%	8.90%	11.49%	6.70%	17.70%	-11.00%
OP EXP/VRH	\$60.83	\$42.20	\$42.32	\$44.36	\$130.97	\$130.43	\$129.34	\$86.00	\$83.36	\$82.31	\$63.68	\$62.81	\$60.92	\$81.94	\$63.84	28.36%
OTP	67.30%	83.46%	76.30%	73.68%	89.47%	88.30%	87.50%	89.60%	90.02%	89.33%	91.33%	89.60%	90.02%	86.55%	68.30%	18.25%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	457,105	7,430	10,876	12,383	15,206	13,540	14,561	13,394	14,044	19,165	18,153	19,083	19,905	171,870	457,105	37.60%
UPT/VRH	2.02	1.29	1.10	1.15	1.25	1.26	1.26	1.30	1.29	2.06	1.42	1.49	1.41	1.36	2.06	-34.30%
FRR	21.36%	46.72%	48.61%	47.40%	57.72%	55.53%	58.56%	41.87%	45.09%	47.69%	56.18%	60.07%	62.85%	52.94%	21.86%	31.08%
OP EXP/VRH	\$23.95	\$32.60	\$18.31	\$19.02	\$21.63	\$23.93	\$21.95	\$25.93	\$23.11	\$31.68	\$15.64	\$14.33	\$12.96	\$20.81	\$25.13	-17.21%
OTP	92.55%	96.62%	97.36%	96.66%	96.84%	96.38%	96.65%	97.87%	96.02%	96.47%	95.85%	95.59%	94.22%	96.38%	93.55%	2.83%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,165,140	63,269	68,005	56,313	51,372	46,934	44,613	42,379	41,050	46,315	51,746	50,978	75,817	638,791	1,176,791	54.28%
UPT/VRH	2.86	5.08	5.22	5.09	2.26	2.28	2.05	2.06	1.98	2.22	2.15	2.09	2.81	2.40	2.92	-17.58%
FRR	18.26%	28.49%	28.77%	30.48%	26.60%	25.83%	26.41%	21.23%	23.60%	25.74%	32.32%	34.57%	35.97%	27.99%	18.76%	9.23%
OP EXP/VRH	\$35.28	\$30.37	\$24.61	\$23.65	\$47.47	\$48.75	\$49.35	\$39.34	\$35.67	\$40.94	\$25.28	\$24.58	\$24.40	\$34.10	\$37.03	-7.90%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	8,404,114	690,933	700,922	517,238	403,577	369,297	330,475	313,356	285,262	353,752	364,449	436,324	664,615	5,430,201	8,572,196	63.35%
% Community Activity Centers (CACs) Served	90.00%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	94.12%	100.00%	-5.88%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	1,512,781	149,825	182,870	207,907	234,012	221,787	215,489	214,142	216,076	275,850	273,694	283,855	308,355	2,783,862	1,512,781	184.02%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Passenger Miles Travelled	10,385,755	930,865	975,601	818,143	740,380	690,258	640,008	626,014	600,494	749,919	755,214	839,655	1,095,445	9,461,995	10,541,541	89.76%
% Facility Energy from Alternative Sources	5.00%	97.50%	97.50%	94.00%	90.30%	86.80%	85.90%	88.00%	88.00%	88.00%	96.00%	101.00%	104.00%	93.08%	90.00%	3.08%
Own Source Revenue as % of Operating Budget	2.53%	5.27%	4.46%	4.60%	1.20%	1.13%	1.01%	2.41%	2.63%	2.24%	1.86%	1.86%	1.70%	2.27%	5.53%	-3.26%
FTA Apportionment Increase	\$8,207,213	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,298,798	\$11,565,943	\$11,298,798	\$11,298,798	\$11,565,943	\$11,565,943	\$11,565,943	\$11,565,943	\$11,410,108	\$8,617,573	32.41%

Notes: Systemwide figures include Demand Taxi, except for Farebox Recovery. FTA Apportionment tables are published once per year. CCRTA’s targets, baselines and performance are calculated by first removing fare revenues from the total operating cost.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%	Trucks/Other Rubber Tires	10.00%	0.00%	10.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	10.00%	5.43%	4.57%					Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The CCRTA’s MOU includes three stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Increase Fixed Route Unlinked Passenger Trips (UPT):
 - INTERIM MILESTONE (FY20): 626,427
 - PROGRESS THROUGH END OF FY20: The total number of UPT in FY20 (651,881) exceeded the interim milestone target of 626,427.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
384,491	120,526	93,309	53,555	651,881

- TARGET (FY21): 638,710
 - PROGRESS THROUGH END OF FY21: The total number of UPT in FY21 (359,197) did not exceed the interim milestone target of 638,710. Lower ridership is likely driven by the COVID-19 pandemic’s impact on transit services.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
139,510	80,629	69,596	69,596	359,197

- Percentage of fixed route service running on 30-minute headways or less:
 - INTERIM MILESTONE (FY20):** 12.50%
 - PROGRESS THROUGH END OF FY20:** Actual service fell short of meeting stretch goal by only 0.3%, despite COVID-19 impacts on service.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
30.8%	0.00%	0.00%	17.95%	12.2%

- TARGET (FY21):** 16.67%
 - PROGRESS THROUGH END OF FY21:** Actual service (16.03%) fell slightly short the target of 16.67%.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
30.77%	11.11%	11.11%	11.11%	16.03%

- Jobs Located within a 10 Minute Walk of Fixed Route Service:
 - INTERIM MILESTONE (FY20):** 28,288
 - PROGRESS THROUGH END OF FY20:** Stretch goal target met and exceeded, based on ESRI Business Analyst Data (data does not include impact of COVID-19 on changes to employment).

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
74,340	74,340	74,340	74,340	74,340

- TARGET (FY21):** 28,995
 - PROGRESS THROUGH END OF FY21:** Stretch goal target met and exceeded, based on ESRI Business Analyst Data (data does not include impact of COVID-19 on changes to employment).

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
74,340	74,340	74,340	74,340	74,340



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: 5:00am – 7:30pm Sat – Sun: No Service

Ridership Information (FY21)	
Fixed Route	34,553 unlinked passenger trips
Demand Response	13,686 unlinked passenger trips

Municipalities Served (41)								
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whately
Bernardston	Chesterfield	Erving	Hatfield	Middlefield	Orange	Russel	Warwick	Worthington
Blandford	Colrain	Gill	Hawley	Montague	Petersham	Shelburne	Wendell	
Buckland	Conway	Goshen	Heath	Montgomery	Phillipston	Shutesbury	Westhampton	
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton		

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	126,308	2,741	2,629	2,789	2,795	2,544	3,025	2,523	2,452	3,012	3,138	3,153	3,752	34,553	131,140	26.35%
UPT/VRH	8.52	3.46	3.65	3.86	3.86	3.89	3.99	4.01	4.11	3.80	3.22	3.53	3.58	3.71	8.84	-57.99%
FRR	5.96%	0.02%	0.05%	0.39%	0.09%	0.17%	0.08%	0.16%	0.61%	1.88%	0.16%	0.13%	2.71%	0.49%	6.17%	-5.68%
OP EXP/VRH	\$128.45	\$310.97	\$200.83	\$158.53	\$176.68	\$145.52	\$174.37	\$183.77	\$180.52	\$134.21	\$134.18	\$126.35	\$121.62	\$167.82	\$133.63	25.59%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	27,400	725	774	876	1,017	885	964	910	1,055	1,471	1,486	1,722	1,801	13,686	28,507	48.01%
UPT/VRH	1.66	1.64	1.85	1.65	1.14	1.26	1.24	1.25	1.47	1.53	1.51	1.67	1.72	1.48	1.72	-13.79%
FRR	14.73%	3.02%	6.33%	32.57%	-6.79%	6.05%	4.49%	4.75%	4.78%	6.68%	5.26%	11.38%	5.58%	6.43%	15.24%	-8.81%
OP EXP/VRH	\$60.24	\$453.32	\$222.43	\$159.47	\$99.80	\$136.43	\$164.15	\$156.61	\$148.63	\$114.44	\$127.45	\$108.11	\$125.51	\$150.51	\$62.66	140.20%
OTP	76.59%	90.00%	89.59%	91.85%	86.22%	88.37%	90.64%	96.00%	92.00%	91.00%	92.00%	89.00%	81.00%	89.81%	79.68%	10.13%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	153,708	3,466	3,403	3,665	3,812	3,429	3,989	3,433	3,507	4,483	4,624	4,875	5,553	48,239	159,917	30.17%
UPT/VRH	4.90	2.81	2.99	2.92	2.36	2.53	2.60	2.53	2.67	2.56	2.36	2.53	2.65	2.60	5.09	-48.86%
FRR	8.97%	1.36%	2.51%	14.04%	-2.74%	3.12%	2.25%	2.44%	2.68%	4.32%	2.66%	5.72%	4.16%	3.29%	9.32%	-6.03%
OP EXP/VRH	\$92.55	\$361.95	\$208.78	\$158.93	\$134.20	\$140.82	\$169.19	\$169.21	\$163.13	\$123.38	\$130.80	\$116.57	\$123.56	\$159.20	\$96.28	65.35%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger	\$14.17	\$89.84	\$54.97	\$40.95	\$45.67	\$37.36	\$43.64	\$45.72	\$43.71	\$34.63	\$41.65	\$35.71	\$33.03	\$44.97	\$14.73	205.27%
% of Completed Trips	99.60%	50.42%	49.77%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	64.44%	66.13%	66.13%	53.91%	100.00%	-85.50%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger	\$31.02	\$268.03	\$112.79	\$65.06	\$93.58	\$101.53	\$126.52	\$119.01	\$96.05	\$69.70	\$80.12	\$57.36	\$68.96	\$32.27	\$32.27	69.24%
% of Completed Trips	99.70%	99.72%	100.00%	100.00%	99.32%	99.44%	99.69%	99.56%	97.59%	98.33%	97.83%	95.03%	92.70%	98.27%	99.00%	-1.73%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Valid Complaint/100,000 UPT	11.49	0.00	58.77	0.00	0.00	0.00	50.14	0.00	57.03	0.00	43.25	0.00	0.00	16.58	11.03	50.35%
Preventable Accidents/100,000 VRM	1.69	3.38	0.00	0.00	7.19	0.00	3.55	3.93	0.00	2.92	8.15	2.50	7.01	3.51	1.62	116.55%
Road Calls/100,000 VRM	3.32	10.14	0.00	7.16	3.60	3.90	3.55	0.00	3.96	2.92	5.44	2.50	0.00	3.51	3.18	10.32%
Revenue Vehicle Inspections	98.51%	100.00%	100.00%	75.00%	100.00%	100.00%	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.13%	99.00%	-2.87%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	10.00%	0.00%	10.00%	Automobiles	33.00%	100.00%	-67.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	16.00%	0.00%	16.00%	Trucks/Other Rubber Tires	20.00%	0.00%	20.00%	Administrative/Maintenance	50.00%	50.00%	0.00%
Van (VN)	10.00%	42.11%	-32.11%								

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.

STRETCH PERFORMANCE METRICS

The FRTA opted to not include stretch performance metrics in the FY2020-2021 MOU.

Greater Attleboro-Taunton Regional Transit Authority (GATRA)



SUMMARY PROFILE

Headquarters:
10 Oak Street
Taunton, MA 02780

Administrator:
Mark Sousa

Website:
www.gatra.org

Agency Information	
Year Founded	1976
Service Hours	Mon-Fri: 6:00am – 6:30pm Sat: 9:00am-5:00pm Sun: No Service (except Scituate)

Ridership Information (FY21)	
Fixed Route	315,145 unlinked passenger trips
Demand Response	132,534 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	729,400	30,318	29,187	29,016	25,987	24,505	24,026	22,430	23,694	24,812	25,930	28,436	26,804	315,145	788,950	39.94%
UPT/VRM	0.36	0.31	0.31	0.29	0.25	0.25	0.23	0.23	0.25	0.24	0.24	0.29	0.26	0.26	0.45	-41.84%
UPT/VRH	5.90	5.84	5.75	5.45	4.78	4.82	4.14	4.34	4.67	4.58	4.60	5.57	4.93	4.94	7.00	-29.39%
FRR	8.25%	12.12%	13.98%	12.40%	11.40%	11.41%	11.36%	9.85%	12.27%	10.11%	10.34%	10.69%	10.91%	11.30%	9.80%	1.50%
OP EXP/VRH	\$75.65	\$88.46	\$78.43	\$84.31	\$89.85	\$95.89	\$84.36	\$109.45	\$89.46	\$101.74	\$95.56	\$102.14	\$93.90	\$ 92.74	\$81.00	14.50%
OTP	87.00%	99.00%	99.00%	98.00%	87.10%	87.20%	86.20%	91.00%	89.30%	86.40%	87.30%	88.10%	86.70%	90.44%	96.00%	-5.56%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	307,650	8,221	9,887	10,866	11,046	9,621	9,838	9,749	10,008	13,582	13,814	11,102	14,800	132,534	342,000	38.75%
UPT/VRM	0.20	0.13	0.13	0.13	0.13	0.13	0.14	0.14	0.13	0.14	0.13	0.13	0.15	0.13	0.25	-46.08%
UPT/VRH	2.50	1.58	1.60	1.57	1.25	1.52	1.51	1.48	1.57	1.75	1.64	1.66	1.74	1.57	3.00	-47.62%
FRR	4.20%	7.60%	8.47%	7.83%	6.78%	7.21%	7.57%	5.72%	6.96%	6.13%	6.85%	7.50%	6.43%	7.01%	6.70%	0.31%
OP EXP/VRH	\$56.67	\$88.46	\$78.43	\$84.31	\$89.85	\$95.89	\$84.36	\$109.45	\$89.46	\$101.74	\$95.56	\$102.14	\$93.90	\$92.74	\$81.00	14.50%
OTP	89.00%	99.00%	97.00%	99.00%	95.70%	95.60%	95.40%	97.00%	96.90%	95.80%	95.60%	96.70%	94.90%	96.55%	94.00%	2.55%

Systemwide – Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,037,050	38,539	39,074	39,882	37,033	34,126	33,864	32,179	33,702	38,394	39,744	39,538	41,604	447,679	1,130,950	39.58%
UPT/VRM	0.28	0.24	0.23	0.22	0.20	0.20	0.19	0.19	0.20	0.19	0.19	0.22	0.21	0.20	0.35	-41.53%
UPT/VRH	4.20	3.71	3.46	3.26	2.60	2.98	2.74	2.74	2.95	2.91	2.83	3.35	2.98	3.02	5.00	-39.55%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	7	2	5	0	2	2	3	9	8	0	1	11	0	3.85	14	-74.40%
Subsidy per Passenger Trip	\$8.75	\$13.32	\$11.74	\$13.55	\$16.66	\$17.64	\$18.08	\$22.72	\$16.81	\$19.95	\$18.62	\$16.36	\$16.97	\$16.24	\$7.94	109.63%
Preventable Accidents/100,000 VRM	0.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.03	0.00	0.12	0.40	-70.00%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy per Passenger Trip	\$21.99	\$55.14	\$40.73	\$40.38	\$46.42	\$49.89	\$46.25	\$63.06	\$49.78	\$42.05	\$46.50	\$52.14	\$36.65	\$46.71	\$19.60	138.30%
Preventable Accidents/100,000 VRM	0.76	0.00	1.35	0.00	0.00	0.00	0.00	0.00	2.78	2.64	0.94	0.00	1.00	0.73	0.53	37.74%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)				Automobiles				Passenger/Parking			
Cutaway (CU)				Trucks/Other Rubber Tires				Administrative/Maintenance			
Van (VN)											

Note: No asset management data available.

STRETCH PERFORMANCE METRICS

The GATRA opted not to include stretch performance metrics in the FY2020-2021 MOU.

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 - Sat: 5:30am – 9:30pm Sun: No Service

Ridership Information (FY21)	
Fixed Route	538,834 unlinked passenger trips
Demand Response	50,746 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,411,149	39,062	42,817	47,485	49,103	43,626	43,340	40,552	37,377	48,499	47,004	49,648	50,321	538,834	1,500,799	35.90%
UPT/VRH	15.70	7.63	8.33	6.63	6.49	6.22	5.64	5.66	5.48	6.18	6.56	6.98	6.60	6.46	15.86	-59.27%
OTP	83.00%	92.70%	87.80%	88.10%	88.20%	89.40%	88.10%	94.00%	88.14%	88.74%	86.90%	82.80%	84.60%	88.29%	85.00%	3.29%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	111,166	3,258	3,642	4,003	3,225	4,086	3,857	3,591	3,774	4,998	5,291	5,234	5,787	50,746	111,722	45.42%
UPT/VRH	2.30	1.74	1.83	1.81	2.29	1.94	1.78	1.74	1.80	1.53	1.88	2.05	2.02	1.85	2.31	-19.87%
OTP	87.80%	97.12%	95.16%	94.23%	95.19%	95.80%	96.60%	96.90%	96.30%	97.50%	95.90%	95.60%	95.30%	95.97%	90.00%	5.97%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,522,315	42,320	46,459	51,488	52,328	47,712	47,197	44,143	41,151	53,497	52,295	54,882	56,108	589,580	1,612,521	36.56%
FRR	16.00%	0.65%	0.73%	6.02%	9.45%	6.83%	6.15%	7.13%	5.45%	6.15%	7.83%	9.83%	8.69%	6.31%	16.80%	-10.49%
OP EXP/VRH	\$59.30	\$85.89	\$77.17	\$69.43	\$67.82	\$71.71	\$80.01	\$67.13	\$71.29	\$69.59	\$67.91	\$57.97	\$69.49	\$ 70.81	\$62.30	13.66%

Notes:
Operating expenses do not include maintenance costs.

The LRTA opted not to include additional metrics in the FY2020-2021 MOU.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	10.00%	4.55%	5.45%	Automobiles	33.33%	33.33%	0.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	35.00%	40.00%	-5.00%	Trucks/Other Rubber Tires	66.67%	75.00%	-8.33%	Administrative/Maintenance	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The LRTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Social Media - Annual Program:
 - **INTERIM MILESTONE (FY20):** Create an LRTA Facebook page and Twitter account
 - **PROGRESS THROUGH END OF FY20:** LRTA launched its Facebook page in Q1, its Twitter and Instagram account in Q2, and has begun discussing updates to the website with the MassDOT vendor Trillium and a new website should be ready to launch by Thanksgiving.
 - **TARGET (FY21):** Launch new LRTA website and begin to evaluate customer engagement.
 - **PROGRESS THROUGH END OF FY21:** LRTA worked with Trillium, a MassDOT consultant, to launch a new website. The updated LRTA.com website launched in April and has been a tool to distribute operational information, meeting notices, and other information relevant to riders. LRTA continued to monitor social media engagement through FY21, with 627 likes on the myLRTA Facebook page as of June 30th, 2021.
- Minority Population Outreach:
 - **INTERIM MILESTONE (FY20):** Develop and launch outreach campaign to Cambodian population of Lowell.
 - **PROGRESS THROUGH END OF FY20:** LRTA has published a series of articles in the local Cambodian newspaper inviting the Cambodian community to partner with LRTA. Several meetings and tours have taken place, but continued efforts have been impacted by the coronavirus outbreak, but the LRTA continued to submit career opportunity information to the local Cambodian newspaper and had additional meetings to discuss the future. Through the Comprehensive Regional Transportation Plan process, LRTA also reached out to the Cambodian Mutual Assistance Association of Greater Lowell.
 - **TARGET (FY21):** Develop and launch outreach campaign to Portuguese population of Lowell.
 - **PROGRESS THROUGH END OF FY21:** LRTA continued to perform community outreach in FY21 by working directly with local Portuguese churches to advertise in an online church bulletin, as well as through emails and handbills to local churches and social networking groups in Lowell's minority neighborhoods. These communications included links to the LRTA Facebook page and the LRTA website and focused on the value of riding public transit and the daily measures being taken to sanitize buses to protect passengers against COVID-19. LRTA also joined several new community Facebook groups, such as the Lowell Housing Authority; Chelmsford Businessmen's Association; and several Diversity, Equity, and Inclusion groups.
- Travel Training:
 - **INTERIM MILESTONE (FY20):** Create one travel training video
 - **PROGRESS THROUGH END OF FY20:** LRTA has developed a list of topic ideas for filming, which has since been put on hold due to COVID-19. LRTA continues to leverage their social media and website for information encouraging social distancing and the safe utilization of public transportation, as well as construction projects that affect LRTA routes. Shuttle service to the Judicial Center, including a new bus stop location was also displayed on posters and disseminated through social media platforms.
 - **TARGET (FY21):** Create one additional travel training video
 - **PROGRESS THROUGH END OF FY21:** LRTA produced, filmed, edited, and launched a travel training video on Facebook, LRTA.com and Twitter. The video targeted both MBTA commuter rail riders and local residents and explained how to get from Gallagher Terminal to the downtown judicial center by using LRTA’s Circulator and shuttle buses.
- Increase Non-Fare Revenues (excluding advertising):
 - **INTERIM MILESTONE (FY20):** \$958,100
 - **PROGRESS THROUGH END OF FY20:** The target value was not met due to significantly lower revenues in Q4, potentially due to COVID-19 impacts. Based on an extrapolation of Q1 – Q3 non-fare revenues, LRTA was on target to meet this stretch goal through Q3.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
\$259,540	\$260,088.04	\$263,592	89,768	\$872,988

- **TARGET (FY21):** \$1,006,005
- **PROGRESS THROUGH END OF FY21:** The COVID-19 pandemic had a large negative impact on non-fare revenues, particularly as parking at the Gallagher Terminal as commuter rail service on the Lowell line was greatly reduced.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
\$70,139	\$64,221	\$56,543	\$62,707	\$253,610

- Community Outreach:
 - **INTERIM MILESTONE (FY20):** Establish two new partnerships
 - **PROGRESS THROUGH END OF FY20:** LRTA has engaged with the Lowell Community Health Center, Market Basket, and several church groups to provide information on LRTA service and how LRTA can best serve each group. LRTA bus drivers, staff, and administration also held a food drive for the Merrimack Valley Food Bank and collected more than 2,500 pounds of items, which garnered local publicity. LRTA was also featured in a “local heroes” story that featured LRTA bus drivers.
 - **TARGET (FY21):** Establish two new partnerships
 - **PROGRESS THROUGH END OF FY20:** While the pandemic impacted LRTA’s community outreach efforts, LRTA continued to leverage their social media platforms to inform customers of local businesses that were open and how to access these destinations via the LRTA. LRTA continued to post on all social media platforms on COVID-19 protocols enacted by the Baker administration, as well as LRTA’s own list of guidelines for disinfecting buses/facilities, mask requirements, etc. LRTA promoted the “Get Out The Vote” messages with the City of Lowell ahead of the Primary and General elections in Q2. LRTA launched a major campaign to promote its special holiday bus service to the Pheasant Lane Mall in Nashua. LRTA also released “On the Go With the LRTA,” a monthly 28-minute shot that highlights local public transit news and happenings and runs on a dedicated LRTA YouTube channel, Lowell’s Channel 99, and are neighboring local cable community access channels. LRTA worked with Lowell General Hospital, Lowell Community Health Center, and the City of Lowell Health Department to promote the accessibility of COVID-19 vaccination sites to the public and the importance of getting vaccinated, as well as a collaborative effort for a Vaccination Shuttle. Flyers were printed and distributed to municipal health departments and senior centers, along with social media distribution.

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	Seasonal Service

Ridership Information (FY21)	
Fixed Route	557,692 unlinked passenger trips
Demand Response	4,406 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,347,337	95,681	97,464	62,837	33,792	20,400	16,102	15,302	14,034	20,062	27,735	50,664	103,619	557,692	1,360,810	40.98%
UPT/VRM	1.11	1.06	0.94	0.76	0.58	0.39	0.39	0.36	0.38	0.46	0.58	0.66	0.89	0.70	1.25	-43.70%
UPT/VRH	18.90	14.69	14.62	12.02	9.65	6.30	6.47	5.72	6.20	7.43	8.85	10.38	15.72	11.18	19.50	-42.66%
FRR	37.86%	53.64%	54.72%	39.14%	20.84%	10.03%	9.06%	20.74%	12.68%	15.71%	15.10%	32.67%	40.29%	29.74%	35.00%	-5.26%
OP EXP/VRM	\$3.62	\$4.30	\$4.51	\$4.63	\$5.52	\$6.33	\$7.63	\$5.90	\$6.82	\$6.59	\$8.23	\$5.76	\$5.16	\$5.59	\$3.98	40.51%
OP EXP/VRH	\$61.50	\$59.67	\$70.13	\$73.24	\$91.14	\$101.91	\$126.86	\$94.20	\$111.38	\$106.94	\$124.83	\$90.05	\$91.67	\$88.85	\$62.12	43.02%
OTP	94.00%	96.75%	97.50%	97.50%	98.50%	98.50%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	98.00%	98.40%	96.00%	2.40%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	13,160	221	298	251	263	250	356	391	327	496	479	506	568	4,406	13,300	33.13%
UPT/VRM	0.11	0.07	0.07	0.07	0.08	0.08	0.11	0.12	0.12	0.10	0.13	0.09	0.10	0.09	0.12	-22.82%
UPT/VRH	1.67	1.15	1.09	0.93	1.06	1.09	1.30	1.46	1.43	1.50	1.30	1.47	1.46	1.29	1.81	-28.68%
FRR	5.22%	20.64%	19.33%	19.65%	23.21%	14.23%	23.75%	20.57%	16.09%	17.82%	21.51%	22.80%	34.82%	21.65%	5.50%	16.15%
OP EXP/VRM	\$6.80	\$11.70	\$9.71	\$11.12	\$9.94	\$13.48	\$10.05	\$11.29	\$13.80	\$8.22	\$11.85	\$7.01	\$10.42	\$10.37	\$7.48	38.67%
OP EXP/VRH	\$84.66	\$206.04	\$157.39	\$146.84	\$133.17	\$181.62	\$123.93	\$142.16	\$158.89	\$121.08	\$121.32	\$113.15	\$148.93	\$142.55	\$85.50	66.73%
OTP	90.10%	91.60%	92.70%	91.70%	90.50%	87.50%	90.50%	95.00%	95.90%	92.80%	92.60%	91.60%	90.40%	91.90%	93.50%	-1.60%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,360,497	95,902	97,762	63,088	34,055	20,650	16,458	15,693	14,361	20,558	28,214	51,170	104,187	562,098	1,374,110	40.91%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Multi-day & Annual Passes Sold	204,495	8,382	10,865	7,865	1,648	343	98	263	143	376	1,195	4,305	13,938	49,421	208,584	23.69%
Verified Complaints	100	7	17	2	6	2	2	3	2	3	5	5	12	66	90.0	-26.67%
Chargeable Road Calls	62	3	2	2	1	5	3	1	0	1	6	3	5	32	58	-44.83%
Preventable Accidents	54	8	3	3	0	1	1	0	1	0	2	3	4	26	50	48.00%
Preventative Maintenance	97.00%	94.00%	100.00%	94.00%	97.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.75%	98.00%	0.75%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
"No Show" Trips	100	1	3	0	3	4	2	4	0	15	10	5	5	52	80	65.00%
Verified Complaints	30	0	0	0	0	0	0	0	0	0	0	0	0	0	25.00	-100.00%
Chargeable Road Calls	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-100.00%
Preventable Accidents	4	0	0	0	0	0	0	0	0	0	0	0	0	0	3	-100.00%
Preventative Maintenance	95.00%	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%	97.00%	3.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	12.12%	0.00%	12.12%	Automobiles	36.40%	55.56%	-19.16%	Administrative/Maintenance	0.00%	0.00%	0.00%
Cutaway (CU)	16.70%	0.00%	16.70%					Passenger/Parking Facilites	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	100.00%	-100.00%								
Van (VN)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The VTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- GHG Reduction in CO₂ (TONS):
 - INTERIM MILESTONE (FY20): 500
 - PROGRESS THROUGH END OF FY20: The table indicates that over 500 tons of GHG were reduced this year through the operation of VTA’s electric buses and other electricity generating facilities, and thus the milestone target was met.

Q1 Subtotal (LBS)	Q2 Subtotal (LBS)	Q3 Subtotal (LBS)	Q4 Subtotal (LBS)	YTD Actual (TONS)
209.97	105.43	156.85	102.71	574.96

- TARGET (FY21): 720
- PROGRESS THROUGH END OF FY21: The interim milestone of 720 tons of GHG reduction was not met in FY21.

Q1 Subtotal (LBS)	Q2 Subtotal (LBS)	Q3 Subtotal (LBS)	Q4 Subtotal (LBS)	YTD Actual (TONS)
151.53	121.91	114.27	197.76	585.47

- Renewable Energy % of Electricity Used:
 - INTERIM MILESTONE (FY20):** 15%
 - PROGRESS THROUGH END OF FY20:** The table indicates the 15% renewable energy usage milestone was met in each quarter, with renewable energy supplying 90% of VTA’s electricity demand in Q4.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
46.30%	57.27%	54.79%	90%	51.78%

- TARGET (FY21):** 20%
 - PROGRESS THROUGH END OF FY21:** The table indicates the 20% renewable energy usage milestone was met in each quarter.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
72.57%	77.05%	71.61%	70.57%	72.95%

- Workers Compensation Claims:
 - INTERIM MILESTONE (FY20):** FY20 Actual
 - PROGRESS THROUGH END OF FY20:** There were no worker’s compensation claims made in FY20.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
0	0	0	0	0

- TARGET (FY21):** FY21 Actual
 - PROGRESS THROUGH END OF FY21:** There were no worker’s compensation claims made in FY21.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
0	0	0	0	0

- Social Media Hits (Website, Facebook, Twitter):
 - INTERIM MILESTONE (FY20):** FY20 Actual
 - PROGRESS THROUGH END OF FY20:** Social media engagement decreased throughout the year, which may be attributable to COVID-19 related ridership declines.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
29,567	17,945	13,838	14,877	76,227

- TARGET (FY21):** 83,905
 - PROGRESS THROUGH END OF FY21:** The interim milestone of 83,905 social media hits was exceeded in FY21 (106,750).

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
33,257	17,226	16,125	40,142	106,750

Merrimack Valley Regional Transit Authority (MVRTA)



SUMMARY PROFILE

Headquarters:
85 Railroad Avenue
Haverhill, MA 01835

Administrator:
Joseph Costanzo

Website:
www.mvrta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:00am – 6:00pm Sat: 7:00am – 6:00pm Sun: 9:00am – 5:00pm

Ridership Information (FY21)	
Fixed Route	994,873 unlinked passenger trips
Demand Response	43,821 unlinked passenger trips
Commuter Bus	0 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,949,819	41,259	62,524	76,794	97,628	87,804	83,854	77,530	72,432	96,764	92,524	98,991	106,769	994,873	1,969,367	50.52%
UPT/VRH	15.43	3.99	6.30	7.11	8.84	8.09	6.99	7.18	7.01	7.91	8.30	8.82	9.07	7.51	15.59	-51.82%
FRR	10.00%	0.00%	0.00%	1.15%	4.52%	5.27%	6.38%	4.54%	5.04%	6.22%	5.06%	6.44%	6.67%	4.29%	9.68%	-5.39%
OP EXP/VRH	\$94.61	\$109.21	\$95.78	\$96.19	\$116.79	\$92.58	\$91.00	\$119.33	\$98.19	\$83.55	\$110.51	\$89.09	\$87.50	\$98.83	\$100.37	-1.53%
OTP	68.00%	85.90%	86.30%	82.10%	80.20%	80.80%	81.50%	86.00%	83.20%	83.90%	81.70%	79.80%	79.90%	82.61%	72.00%	10.61%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	87,015	2,678	3,014	3,520	3,934	3,585	3,475	3,098	3,117	4,152	4,173	4,384	4,691	43,821	88,763	49.37%
UPT/VRH	1.69	1.15	1.29	1.39	1.24	1.36	1.32	1.37	1.40	1.52	1.46	1.50	1.46	1.38	1.73	-20.44%
FRR	7.37%	1.64%	1.59%	0.97%	3.98%	5.97%	7.20%	3.75%	5.23%	6.77%	6.58%	6.66%	6.76%	4.89%	7.59%	-2.70%
OP EXP/VRH	\$51.20	\$56.17	\$47.42	\$49.20	\$48.61	\$55.02	\$54.36	\$68.96	\$73.92	\$48.76	\$53.77	\$47.89	\$48.51	\$53.74	\$54.32	-1.06%
OTP	98.00%	99.00%	98.50%	97.50%	96.57%	92.33%	92.33%	99.45%	98.40%	99.20%	99.00%	98.50%	99.20%	97.50%	98.00%	-0.50%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,036,834	43,937	65,538	80,314	101,562	91,389	87,329	80,628	75,549	100,916	96,697	103,375	111,460	1,038,694	2,058,130	50.47%
UPT/VRH	17.12	3.47	5.35	6.03	7.14	6.77	5.97	6.18	6.02	6.74	6.91	7.31	7.44	6.32	17.32	-63.50%
FRR	17.37%	0.17%	0.17%	1.14%	4.46%	5.36%	6.47%	4.46%	5.07%	6.28%	5.23%	6.46%	6.68%	4.36%	17.27%	-12.91%
OP EXP/VRH	\$72.91	\$99.49	\$86.56	\$87.27	\$101.56	\$85.25	\$84.41	\$110.59	\$93.90	\$77.19	\$98.93	\$80.59	\$79.16	\$ 90.10	\$77.35	16.48%
OTP	83.00%	92.45%	92.40%	89.80%	88.39%	86.57%	86.92%	92.73%	90.80%	91.55%	90.35%	89.15%	89.55%	90.05%	85.00%	5.05%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.83	\$1.20	\$0.85	\$0.79	\$1.06	\$0.74	\$0.77	\$1.10	\$0.81	\$0.71	\$0.93	\$0.76	\$0.67	\$0.86	\$0.88	-2.13%
Maintenance Cost/VRH	\$9.24	\$13.08	\$9.33	\$8.84	\$11.73	\$8.11	\$8.39	\$12.08	\$8.80	\$7.72	\$10.11	\$8.30	\$7.29	\$9.43	\$9.81	-3.88%
Valid Complaints	3.42	1.00	2.00	2.00	1.00	1.00	3.00	2.00	5.00	3.00	1.00	0.00	1.00	1.83	1.42	29.11%
Preventable Accidents/100,000 VRM	2.58	1.77	0.00	1.66	2.46	0.84	0.76	1.69	7.09	2.25	0.82	0.82	1.56	1.81	2.09	-13.40%
Miles Between Road Calls	31,045	28,201	36,081	60,080	30,513	39,578	43,639	118,000	22,575	22,263	30,404	40,889	128,564	200,262	32,936	508.03%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.38	\$1.16	\$0.73	\$0.69	\$0.84	\$0.64	\$0.72	\$1.07	\$0.73	\$0.59	\$0.71	\$0.53	\$0.47	\$0.72	\$0.40	79.51%
Maintenance Cost/VRH	\$6.44	\$16.66	\$11.31	\$10.77	\$11.65	\$9.55	\$10.92	\$16.44	\$11.69	\$9.87	\$11.26	\$9.12	\$7.66	\$11.21	\$9.81	14.27%
Valid Complaints	1.00	1.00	1.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.33	1.42	-76.53%
Preventable Accidents/100,000 VRM	1.35	0.00	2.75	2.54	2.26	5.11	2.49	2.87	0.00	4.35	0.00	0.00	1.90	2.02	2.09	-3.35%
Miles Between Road Calls	58,818	41,155	41,608	23,218	54,659	45,709	47,210	17,427	41,566	54,413	53,287	57,601	60,671	179,508	32,936	445.02%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintenance Cost/VRM	\$0.61	\$1.19	\$0.82	\$0.77	\$1.00	\$0.72	\$0.76	\$1.10	\$0.79	\$0.68	\$0.87	\$0.69	\$0.61	\$0.82	\$0.64	28.86%
Maintenance Cost/VRH	\$7.84	\$13.73	\$9.71	\$9.21	\$11.71	\$8.39	\$8.84	\$12.84	\$9.31	\$8.12	\$10.34	\$8.47	\$7.37	\$9.77	\$8.32	17.48%
Valid Complaints	2.21	1.00	1.50	1.00	0.50	1.00	1.50	1.00	2.50	1.50	0.50	0.00	1.00	13.00	1.21	974.38%
Preventable Accidents/100,000 VRM	1.97	0.89	1.38	2.10	2.36	2.97	1.63	2.28	3.54	3.30	0.41	0.41	1.73	1.92	1.59	20.75%
Miles Between Road Calls	44,932	69,356	77,688	83,298	85,173	85,287	90,849	135,428	64,141	76,676	83,691	98,491	189,234	189,885	47,668	298.35%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)				Automobiles				Passenger/Parking			
Over-the-road Bus (BR)				Trucks/Other Rubber Tires				Administrative/Maintenance			

Note: No asset management data available.

STRETCH PERFORMANCE METRICS

The MVRTA’s MOU includes three stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Travel Training Videos for Seniors and Persons with Disabilities:
 - INTERIM MILESTONE (FY20): Design/implement Travel Training Video
 - PROGRESS THROUGH END OF FY20: MVRTA was awarded funds through MassDOT’s Community Transit Grant Program (CTGP) to create several travel training videos, which are now live on MVRTA’s YouTube page.
 - TARGET (FY21): Implement Travel Training Video
 - PROGRESS THROUGH END OF FY2021: MVRTA implemented the Travel Training Video is FY20.

- Marketing campaign through Spanish Language Television (Telemundo & Univision):
 - **INTERIM MILESTONE (FY20):** Design/implement marketing campaign
 - **PROGRESS THROUGH END OF FY20:** MVRTA was awarded funds through MassDOT’s Discretionary Grant Program to create a Spanish language marketing campaign. The campaign aired in March. MVRTA is actively collecting and reviewing data. MVRTA expended the remaining funds on continued media purchases.
 - **TARGET (FY21):** Implement Spanish language marketing campaign.
 - **PROGRESS THROUGH END OF FY21:** MVRTA implemented the Spanish language marketing campaign on FY20.
- Improve Demand Response operating performance and communication:
 - **INTERIM MILESTONE (FY20):** Implement improved scheduling system and install IVR system
 - **PROGRESS THROUGH END OF FY20:** MVRTA was awarded capital funds through MassDOT’s Discretionary Grant Program for the purchase of updated scheduling software and an IVR system. Both systems were fully operational as of January. MVRTA is actively collecting and reviewing data, but overall, the new system has improved on-time performance and efficiency.
 - **TARGET (FY21):** Implement improved scheduling system and install IVR system
 - **PROGRESS THROUGH END OF FY21:** MVRTA implemented the IVR system in FY20 and has continued to collect and review data.

MetroWest Regional Transit Authority (MWRTA)



SUMMARY PROFILE

Headquarters:
15 Blandin Avenue
Framingham, MA

Administrator:
Ed Carr

Website:
www.mwrta.com

Agency Information	
Year Founded	2006
Service Hours	Mon-Fri: 5:30am – 9:00pm Sat: 8:30am – 5:00pm Sun: No Service

Ridership Information (FY21)	
Fixed Route	191,412 unlinked passenger trips
Demand Response	64,199 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	557,945	14,180	12,989	18,626	21,288	17,990	18,025	15,580	14,615	14,913	14,843	13,623	14,740	191,412	570,000	33.58%
UPT/VRH	6.98	2.54	2.21	2.86	3.16	2.96	2.93	2.85	2.52	2.42	2.35	2.42	2.57	2.66	6.98	-61.95%
FRR	10.54%	0.00%	0.00%	0.00%	0.00%	3.82%	0.00%	0.00%	0.00%	0.00%	0.19%	0.00%	0.00%	0.32%	10.54%	-10.22%
OP EXP/VRH	\$56.81	\$90.57	\$87.58	\$78.65	\$76.00	\$79.78	\$87.23	\$94.39	\$83.51	\$84.40	\$75.24	\$83.37	\$104.34	\$85.07	\$62.03	37.16%
OTP	98.00%	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%	2.06%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	212,228	4,289	4,668	5,302	5,707	5,040	4,964	4,294	4,332	5,764	6,405	6,397	7,037	64,199	212,228	30.25%
UPT/VRH	2.74	1.77	1.83	1.78	1.85	1.82	1.83	1.70	1.69	1.62	1.87	1.80	1.86	1.79	2.74	-34.76%
FRR	5.04%	0.00%	0.00%	0.00%	-0.02%	0.09%	0.07%	0.06%	0.00%	0.00%	0.00%	0.09%	0.22%	0.05%	5.04%	-4.99%
OP EXP/VRH	\$65.64	\$99.05	\$93.27	\$93.07	\$93.67	\$99.25	\$106.76	\$113.30	\$114.96	\$98.95	\$102.31	\$93.97	\$102.85	\$100.62	\$71.67	40.40%
OTP	99.50%	99.90%	99.71%	99.68%	99.54%	99.63%	99.52%	99.50%	99.54%	99.52%	99.50%	99.50%	99.50%	99.59%	97.00%	2.59%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	770,173	18,469	17,657	23,928	26,995	23,030	22,989	19,874	18,947	20,677	21,248	20,020	21,777	255,611	782,228	32.68%
UPT/VRH	4.90	2.31	2.09	2.52	2.75	2.60	2.59	2.49	2.26	2.13	2.18	2.18	2.29	2.37	4.90	-51.69%
FRR	7.64%	0.00%	0.00%	0.00%	-0.01%	2.47%	0.02%	0.02%	0.00%	0.00%	0.11%	0.04%	0.09%	0.22%	7.64%	-7.42%
OP EXP/VRH	\$61.14	\$93.14	\$89.30	\$83.17	\$81.54	\$85.86	\$93.19	\$100.38	\$93.14	\$89.73	\$84.77	\$87.47	\$103.75	\$90.24	\$66.75	35.19%
OTP	99.00%	99.45%	99.36%	99.34%	99.27%	99.32%	99.26%	99.25%	99.27%	99.26%	99.25%	99.25%	99.25%	99.29%	97.00%	2.29%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	4.5	0.00	0.00	2.00	8.00	1.00	0.00	1.00	0.00	1.00	0.00	0.00	1.00	1.17	6.00	-80.56%
Commuter App UPT	1,800	62	47	49	62	119	150	171	169	356	652	568	640	3,045	2,200	138.41%
Operator Cost/UPT	\$8.14	\$18.41	\$20.97	\$14.64	\$13.14	\$14.05	\$14.89	\$16.52	\$16.56	\$18.78	\$17.72	\$20.22	\$21.27	\$16.92	\$9.65	75.32%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operator Cost/UPT	\$23.96	\$28.09	\$25.46	\$26.65	\$26.22	\$27.36	\$27.95	\$31.53	\$32.87	\$31.95	\$29.16	\$29.39	\$28.06	\$28.68	\$28.39	1.01%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Entrepreneurship Revenue	\$216,722	\$20,977	\$17,376	\$18,045	\$9,168	\$45,801	\$68,564	\$43,414	\$117,764	\$58,844	\$12,482	\$49,855	\$50,777	\$513,067	\$380,000	135.02%
Hold Times	0:01:01	0:00:28	0:00:32	0:00:32	0:00:30	0:00:35	0:00:36	0:00:31	0:00:32	0:00:38	0:00:34	0:00:35	0:00:33	0:00:33	0:01:30	-63.33%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Cutaway (CU)	25.00%	12.62%	12.38%	Automobiles	100.00%	0.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	0.00%	0.00%	0.00%	Trucks/Other Rubber Tires	50.00%	50.00%	0.00%				
Automobile (AO)	100.00%	100.00%	0.00%								

STRETCH PERFORMANCE METRICS

The MWRTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Increase Public/Private Partnerships (PPPs):
 - INTERIM MILESTONE (FY20): 16 PPPs
 - PROGRESS THROUGH END OF FY20: The milestone was met in each quarter in FY20.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
18	18	18	18	18

- TARGET (FY21): 16 PPPs
 - PROGRESS THROUGH END OF FY21: The milestone was met in each quarter in FY21.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
18	18	18	18	18

- Percent of fleet using Alternative Fuels:
 - INTERIM MILESTONE (FY20): 15%
 - PROGRESS THROUGH END OF FY20: Based on the percentages in the table, 22% of the fleet used alternative fuels in each quarter in FY20.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
22%	22%	22%	22%	22%

- **TARGET (FY21):** 30%
- **PROGRESS THROUGH END OF FY21:** The percent of the fleet using alternative fuels in FY21 was 23%, falling short of the 30% milestone for FY21.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	Year-End Total
22%	22%	22%	26%	23%

Montachusett Regional Transit Authority (MART)



SUMMARY PROFILE

Headquarters:
1427R Water Street
Fitchburg, MA 01420

Administrator:
Mohammed Khan

Website:
www.mrta.us

Agency Information	
Year Founded	1978
Service Hours	Mon-Fri: 5:00am – 7:45pm* Sat: 9:30am – 6:00pm Sun: No Service** *University Shuttle = Mon-Thurs to 12:00AM; Sunday 4:30PM-12:00AM **Late night JARC = Mon-Sat 8:00PM-12:00AM

Ridership Information (FY21)	
Fixed Route	245,422 unlinked passenger trips
Demand Response	157,150 unlinked passenger trips
Demand Taxi	150,022 unlinked passenger trips

Municipalities Served (23)							
Ashburnham	Ayer	Boxborough	Hardwick	Lancaster	Lunenburg	Sterling	Westminster
Ashby	Barre	Fitchburg	Harvard	Leominster	Royalston	Stow	Winchendon
Athol	Bolton	Gardner	Hubbardson	Littleton	Shirley	Templeton	

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	537,050	19,070	20,073	25,497	24,190	19,519	19,231	17,677	16,341	21,452	20,567	20,374	21,431	245,422	564,225	43.50%
UPT/VRM	0.78	0.35	0.36	0.42	0.38	0.35	0.33	0.33	0.29	0.31	0.33	0.28	0.35	0.34	0.82	-58.76%
UPT/VRH	11.77	5.16	5.68	6.22	5.72	5.44	5.37	5.26	4.66	4.91	5.03	4.92	5.74	5.34	12.37	-56.79%
FRR	12.14%	0.82%	1.65%	11.21%	10.58%	9.52%	4.33%	6.19%	5.98%	4.11%	14.30%	6.20%	5.80%	6.65%	12.63%	-5.98%
OP EXP/VRM	\$8.81	\$10.11	\$10.18	\$8.24	\$8.84	\$8.84	\$10.23	\$8.11	\$11.02	\$9.18	\$9.24	\$7.03	\$7.52	\$8.99	\$8.55	5.18%
OP EXP/VRH	\$132.13	\$150.70	\$159.73	\$123.53	\$133.54	\$135.88	\$166.58	\$130.07	\$174.18	\$143.39	\$139.75	\$122.25	\$123.17	\$141.28	\$128.20	10.20%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	396,422	9,379	9,619	10,905	15,746	12,344	12,774	11,374	9,802	17,486	15,239	15,324	17,158	157,150	412,437	38.10%
UPT/VRM	0.16	0.13	0.13	0.11	0.13	0.12	0.11	0.12	0.10	0.12	0.12	0.12	0.13	0.12	0.16	-26.84%
UPT/VRH	2.37	1.81	1.81	1.62	1.98	1.80	1.73	1.82	1.57	2.03	1.83	1.94	1.96	1.84	2.47	-25.47%
FRR	34.75%	2.03%	4.61%	17.36%	19.02%	20.01%	16.75%	20.77%	14.67%	22.32%	20.18%	23.01%	26.73%	17.60%	36.16%	-18.56%
OP EXP/VRM	\$4.34	\$8.30	\$8.16	\$6.97	\$6.20	\$6.58	\$7.13	\$5.94	\$7.38	\$4.96	\$6.23	\$5.97	\$5.02	\$6.38	\$4.21	51.55%
OP EXP/VRH	\$65.99	\$116.96	\$115.47	\$99.96	\$94.92	\$99.85	\$111.99	\$89.44	\$118.61	\$87.30	\$98.11	\$94.10	\$77.86	\$98.84	\$64.02	54.39%
OTP	96.30%	98.35%	98.68%	99.03%	99.52%	99.82%	99.62%	99.50%	99.50%	99.70%	99.77%	99.74%	99.62%	99.40%	97.27%	2.14%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	933,472	28,449	29,692	36,402	39,936	31,863	32,005	29,051	26,143	38,938	35,806	35,698	38,589	402,572	976,662	41.22%
UPT/VRM	0.29	0.22	0.23	0.23	0.21	0.20	0.18	0.20	0.17	0.18	0.19	0.18	0.20	0.20	0.30	-35.28%
UPT/VRH	4.43	3.20	3.36	3.36	3.27	3.05	2.92	3.02	2.68	3.00	2.88	2.97	3.09	3.06	4.61	-33.53%
FRR	26.62%	1.45%	3.19%	14.72%	15.41%	15.65%	11.54%	14.38%	10.74%	14.03%	17.76%	16.20%	18.30%	12.84%	27.70%	-14.86%
OP EXP/VRM	\$5.31	\$9.08	\$9.02	\$7.47	\$7.11	\$7.36	\$8.16	\$6.73	\$8.68	\$6.28	\$7.20	\$6.35	\$5.79	\$7.30	\$5.15	41.76%
OP EXP/VRH	\$80.47	\$131.00	\$133.17	\$108.88	\$108.31	\$112.23	\$129.82	\$103.63	\$138.59	\$106.21	\$111.80	\$103.78	\$91.40	\$113.67	\$78.07	45.60%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operating Cost/UPT	\$11.22	\$29.21	\$28.12	\$19.85	\$23.35	\$24.96	\$31.01	\$24.72	\$37.39	\$29.21	\$27.79	\$24.84	\$21.47	\$26.44	\$10.89	142.77%
Revenue/VRM	\$1.07	\$0.08	\$0.17	\$0.92	\$0.93	\$0.84	\$0.44	\$0.50	\$0.66	\$0.38	\$1.32	\$0.44	\$0.44	\$0.60	\$1.11	-46.25%
Revenue/VRH	\$16.04	\$1.23	\$2.63	\$13.85	\$14.12	\$12.93	\$7.21	\$8.05	\$10.42	\$5.89	\$19.98	\$7.58	\$7.15	\$9.40	\$16.69	-43.69%
% Preventative Maintenance Completed On-Time	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 - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Operating Cost/UPT	\$27.85	\$64.65	\$63.62	\$61.62	\$48.06	\$55.42	\$64.69	\$49.25	\$75.63	\$42.91	\$53.75	\$48.50	\$39.79	\$53.8	\$27.43	99.12%
Revenue/VRM	\$1.51	\$0.17	\$0.38	\$1.21	\$1.18	\$1.32	\$1.19	\$1.23	\$1.08	\$1.11	\$1.26	\$1.37	\$1.34	1.12	\$1.57	-28.44%
Revenue/VRH	\$22.93	\$2.37	\$5.32	\$17.35	\$18.06	\$19.98	\$18.76	\$18.58	\$17.39	\$19.49	\$19.79	\$21.65	\$20.81	17.39	\$23.86	-27.10%
Missed Trip Volume	608	7	4	5	0	5	6	2	5	5	6	7	6	58	580	10.00%
% Preventative Maintenance Completed On-Time	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%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Travel Training	8	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	12	0.00%
Operator Cost/UPT	\$18.17	\$40.89	\$39.62	\$32.37	\$33.09	\$36.76	\$44.45	\$34.33	\$51.73	\$35.36	\$38.84	\$35.00	\$29.62	37.12	\$17.63	110.53%
Own-source Revenue	\$8,005,557	\$278,833	\$299,432	\$438,465	\$470,046	\$447,493	\$431,124	\$406,503	\$459,389	\$459,389	\$507,935	\$467,355	\$484,592	\$5,150,556	\$8,362,06	-38.41%
Revenue/VRM	\$1.41	\$0.13	\$0.29	\$1.10	\$1.10	\$1.15	\$0.94	\$0.97	\$0.93	\$0.88	\$1.28	\$1.03	\$1.06	\$0.94	\$1.47	-36.22%
Revenue/VRH	\$21.42	\$1.90	\$4.25	\$16.03	\$16.69	\$17.56	\$14.99	\$14.90	\$14.89	\$14.90	\$19.86	\$16.81	\$16.73	\$14.60	\$22.29	-34.50%
Average Call Wait Time	1.37	1.00	1.01	1.01	0.56	0.52	1.03	0.40	0.44	0.45	0.49	0.41	1.02	0.70	1.25	-44.40%
% Preventative Maintenance Completed On-Time	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				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	15.00%	22.73%	-7.73%	Automobiles	0.00%	100.00%	-100.00%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	21.30%	17.68%	3.62%	Trucks/Other Rubber Tires	11.76%	7.41%	4.35%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	22.22%	0.00%	22.22%								

STRETCH PERFORMANCE METRICS

The MART's MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- On Time Performance - Fixed Route:
 - **INTERIM MILESTONE (FY20):** Development and deployment of the system.
 - **PROGRESS THROUGH END OF FY20:** MART has completed the preliminary investigation of the best format to use and went out for procurement in Q3. MART is currently working on a Fixed Route Reporting software upgrade. The RFR for the on-time performance will be scheduled for launch at the end of Q1 FY2021 and will be a software/hardware in which the results are driven on a data analysis basis.
 - **TARGET (FY21):** Implementation and testing of the system.
 - **PROGRESS THROUGH END OF FY21:** MART launched an RFR for an equipment and software combination that would address all on-time performance and additional data to better manage MART's fixed routes. MART finalized the contract in February of 2021, and, as of June 30th, 2021, the system is 85% installed.

Nantucket Regional Transit Authority (NRTA)



SUMMARY PROFILE

Headquarters:
20-R South Street
Nantucket, MA 02554

Administrator:
Paula Leary

Website:
www.nrtawave.com

Agency Information	
Year Founded	1993
Service Hours	Winter: 7:00 AM to 9:00 PM Shoulder: 7:00 AM to 11:30 PM Peak: 7:00AM to 12:00AM

Ridership Information (FY21)	
Fixed Route	142,783 unlinked passenger trips
Demand Response	700 unlinked passenger trips

Municipalities Served (1)
Nantucket

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	287,493	24,977	29,429	17,436	8,011	4,087	2,858	2,597	2,224	3,316	4,988	10,457	32,403	142,783	330,000	43.27%
UPT/VRM	1.40	1.07	0.77	0.51	0.44	0.27	0.19	0.17	0.16	0.21	0.34	0.56	0.87	0.55	1.40	-60.85%
UPT/VRH	14.50	8.35	8.33	6.09	5.49	0.10	2.27	1.99	1.89	2.55	4.10	6.56	8.81	2.26	16.00	-85.87%
FRR	26.00%	25.75%	34.51%	9.62%	10.62%	3.19%	4.17%	8.08%	2.92%	3.39%	22.61%	24.17%	22.87%	15.81%	28.00%	-12.19%
OP EXP/VRM	\$8.32	\$11.23	\$4.86	\$8.46	\$6.08	\$10.44	\$12.60	\$6.62	\$ 9.95	\$11.51	\$10.87	\$9.05	\$10.83	\$9.04	\$9.00	0.41%
OP EXP/VRH	\$84.00	\$87.41	\$52.76	\$101.11	\$76.31	\$3.86	\$151.69	\$79.68	\$119.75	\$138.57	\$130.79	\$106.85	\$109.42	\$37.26	\$85.00	-56.17%
OTP	98.00%	97.00%	86.00%	99.00%	99.00%	100.00%	99.00%	100.00%	97.00%	100.00%	99.00%	99.00%	97.00%	97.67%	100.00%	-2.33%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	7,361	47	73	92	79	50	30	18	30	35	38	81	127	700	7,500	9.33%
UPT/VRM	0.26	0.05	0.15	0.13	0.14	0.13	0.17	0.15	0.18	0.18	0.14	0.18	0.17	0.14	0.40	-65.95%
UPT/VRH	2.50	0.94	1.09	1.16	1.18	1.22	1.25	1.18	1.13	1.53	1.12	1.35	1.30	1.20	3.00	-60.09%
FRR	0.03%	3.65%	0.00%	1.48%	0.00%	0.00%	3.61%	0.25%	0.41%	0.41%	1.55%	0.85%	0.01%	0.92%	0.00%	0.92%
OP EXP/VRM	\$9.17	\$18.81	\$23.25	\$18.41	\$8.64	\$46.20	\$47.39	\$61.96	\$43.02	\$32.24	\$16.22	\$19.86	\$48.87	\$27.58	\$9.05	204.76%
OP EXP/VRH	\$85.00	\$329.16	\$173.16	\$164.08	\$74.01	\$440.63	\$343.54	\$476.10	\$273.63	\$267.12	\$133.09	\$145.65	\$362.57	\$242.39	\$81.00	199.25%
OTP	92.50%	99.00%	100.00%	100.00%	100.00%	99.00%	100.00%	99.00%	99.00%	99.00%	100.00%	93.00%	96.00%	98.67%	96.00%	2.67%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	294,854	25,024	29,502	17,528	8,090	4,137	2,888	2,615	2,254	3,351	5,026	10,538	32,530	143,483	337,500	42.51%

Fixed Route – Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy/UPT	\$5.86	\$7.77	\$4.15	\$15.00	\$12.41	\$37.35	\$64.09	\$36.72	\$61.48	\$52.56	\$24.72	\$12.34	\$9.57	\$28.18	\$7.25	288.69%
OP EXP/UPT	\$5.80	\$10.47	\$6.34	\$16.59	\$13.89	\$38.58	\$66.88	\$39.95	\$63.32	\$54.41	\$31.94	\$16.28	\$12.41	\$16.49	\$8.40	96.27%
Valid Complaints	7	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	3.00	4.00	0.75	8.00	-90.63%
Reportable Incidents	0	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	0	0.00%
Maintenance Cost/VRM	\$5.51	0.42	\$0.06	\$0.13	\$0.56	\$0.08	\$0.64	\$0.41	\$0.63	\$0.42	\$0.42	\$0.13	\$0.15	\$0.28	9.00	-96.85%
Preventative Maintenance Completed	100.00%	100	100	100	100	100	100	100	100	100	100	100	100	100%	100%	0.00%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Subsidy/UPT	\$7.25	\$337.40	\$158.93	\$138.80	\$62.77	\$361.32	\$264.90	\$401.83	\$241.80	\$173.83	\$117.24	\$106.98	\$279.75	220.46	\$45.00	389.91%
OP EXP/UPT	\$8.40	\$350.17	\$158.93	\$140.89	\$62.77	\$361.32	\$274.83	\$402.83	\$242.80	\$174.54	\$119.08	\$107.89	\$279.78	\$202.4	\$32.75	518.24%
Valid Complaints	8	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%
Reportable Incidents	0	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%
Maintenance Cost/VRM	\$9.00	1.55	\$0.09	\$0.25	\$0.00	\$0.00	\$0.00	\$0.36	\$0.37	\$0.00	\$0.00	\$0.00	\$0.00	\$0.33	\$4.50	-92.72%
Preventative Maintenance Completed	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0.00%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Budget to Actual Adherence	100.00%	46.70%	42.90%	19.80%	-69.00%	-75.80%	-81.90%	-87.60%	-92.10%	-95.20%	-98.40%	-100.50%	-37.70%	-37.70%	100%	
Audit Delivery	67.00%	0.00%	0.00%	0.00%	100%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	100%	0.00%

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	68.40%	0.00%	68.40%	Automobiles	0.00%	25.00%	-25.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	50.00%	50.00%	0.00%	Trucks/Other Rubber Tires	0.00%	0.00%	0.00%				

STRETCH PERFORMANCE METRICS

The NRTA’s MOU includes four stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Private/Public Partnerships - Fixed Route
 - INTERIM MILESTONE (FY20):** Add one additional private business
 - PROGRESS THROUGH END OF FY20:** NRTA has engaged with the Chamber of Commerce and the Dreamland Theater. COVID-19 has halted further progress, but NRTA worked closely with the Chamber and Town of Nantucket to assist in COVID-19 messaging.
 - TARGET (FY21):** Add one new bus shelter.
 - PROGRESS THROUGH END OF FY21:** The town of Nantucket funded a new service from a town-owned parking lot that allowed overnight parking and bus service from the lot to town.
- Private/Public Partnerships - Demand Response:
 - INTERIM MILESTONE (FY20):** Add organization of elders to partnerships.

- **PROGRESS THROUGH END OF FY20:** NRTA has engaged with the local hospital; COVID-19 halted further progress, but NRTA worked closely with the Chamber and Town of Nantucket to assist with COVID-19 messaging and service changes.
- **TARGET (FY21):** Add non-profits to partnerships.
- **PROGRESS THROUGH END OF FY21:** No new demand response partnerships.
- Marketing Campaign - Fixed Route:
 - **INTERIM MILESTONE (FY20):** Undertake one additional advertising campaign.
 - **PROGRESS THROUGH END OF FY20:** NRTA has executed the following campaigns: Ride the Wave to the Halloween Parade and various December events. NRTA has also developed marking materials for social service agencies; COVID-19 has halted further progress.
 - **TARGET (FY21):** Undertake one additional advertising campaign
 - **PROGRESS THROUGH END OF FY20:** Fixed Route marketing consists of messages that meet both the year round population and summer visitors in all its marketing material including the website and riders guide.
- Marketing Campaign - Demand Response:
 - **INTERIM MILESTONE (FY20):** Educate and provide information.
 - **PROGRESS THROUGH END OF FY20:** NRTA has supplied service information at the Hospital/Elder fair. COVID-19 has halted further progress.
 - **TARGET (FY21):** Educate and provide information
 - **PROGRESS THROUGH END OF FY20:** Demand response marketing is available on our website and in working directly with client related organizations, hospitals and other non-profit agencies to ensure information is known about the services provided.

Pioneer Valley Transit Authority (PVRTA)



SUMMARY PROFILE

Headquarters:
2808 Main Street
Springfield, MA 01107

Administrator:
Sandra Sheehan

Website:
www.pvta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 6:00am – 10:00pm Sat: 6:00am – 10:00pm Sun: 7:00am – 10:00pm

Ridership Information (FY21)	
Fixed Route	3,885,177 unlinked passenger trips
Demand Response	109,449 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 - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	10,570,619	349,179	313,894	334,206	334,529	286,516	278,699	271,459	281,883	368,789	380,081	350,901	335,041	3,885,177	10,706,000	36.29%
UPT/VRM	2.10	0.98	0.88	0.88	0.86	0.83	0.79	0.81	0.76	0.85	0.94	0.96	0.94	0.87	2.19	-60.12%
UPT/VRH	27.83	12.91	11.64	11.80	11.44	11.12	10.54	10.78	9.71	11.96	12.57	12.89	12.65	11.68	28.29	-58.73%
FRR	20.03%	5.09%	7.16%	9.19%	8.06%	8.39%	9.58%	9.45%	6.31%	8.64%	8.48%	9.63%	9.41%	8.31%	19.97%	-11.66%
OP EXP/VRM	\$6.93	\$7.39	\$7.90	\$7.47	\$8.53	\$8.30	\$8.29	\$8.17	\$8.90	\$6.70	\$8.46	\$7.76	\$10.94	\$8.21	\$7.36	11.61%
OP EXP/VRH	\$91.73	\$96.96	\$104.04	\$99.68	\$113.79	\$110.55	\$110.34	\$108.10	\$113.91	\$93.69	\$113.74	\$104.55	\$147.75	\$109.57	\$94.87	15.49%
OTP	77.33%	80.05%	80.25%	82.46%	83.28%	82.88%	79.96%	81.41%	84.44%	83.68%	82.36%	78.61%	77.29%	81.39%	85.00%	-3.61%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	261,007	7,255	8,007	8,923	9,622	8,142	8,132	7,996	7,837	10,651	10,629	10,825	11,430	109,449	258,397	42.36%
UPT/VRM	0.09	0.09	0.09	0.09	0.09	0.07	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	-6.88%
UPT/VRH	1.38	1.13	1.18	1.15	1.09	1.09	1.10	1.11	1.10	1.21	1.23	1.28	1.28	1.17	1.39	-16.39%
FRR	8.68%	3.29%	3.57%	3.83%	3.08%	2.78%	3.48%	5.55%	5.09%	5.12%	6.58%	4.35%	4.76%	4.21%	8.33%	-4.12%
OP EXP/VRM	\$3.23	\$5.59	\$5.25	\$4.80	\$6.87	\$5.99	\$8.96	\$5.46	\$5.41	\$5.03	\$4.89	\$4.89	\$4.91	\$5.63	\$3.27	72.12%
OP EXP/VRH	\$47.39	\$72.57	\$67.21	\$61.74	\$85.53	\$95.50	\$114.59	\$69.49	\$68.95	\$66.60	\$66.46	\$68.43	\$68.10	\$75.19	\$48.65	54.55%
OTP	82.00%	97.66%	97.30%	97.62%	97.81%	97.72%	97.81%	97.18%	97.44%	98.12%	95.69%	98.12%	95.97%	97.37%	90.00%	7.37%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	10,831,626	356,434	321,901	343,129	344,151	294,658	286,831	279,455	289,720	379,440	390,710	361,726	346,471	3,994,626	10,964,397	36.43%
UPT/VRM	1.39	0.81	0.73	0.72	0.69	0.64	0.64	0.66	0.63	0.69	0.75	0.75	0.72	0.70	1.44	-51.24%
UPT/VRH	19.02	10.64	9.53	9.51	9.05	8.87	8.48	8.63	8.01	9.57	10.05	10.13	9.79	9.36	19.48	-51.94%
FRR	17.70%	4.81%	6.65%	8.41%	7.14%	7.27%	8.21%	8.84%	6.15%	8.05%	8.21%	8.74%	8.78%	7.65%	17.65%	-10.00%
OP EXP/VRM	\$5.62	\$7.05	\$7.38	\$6.91	\$8.16	\$7.70	\$8.43	\$7.58	\$8.21	\$6.34	\$7.66	\$7.06	\$9.39	\$7.64	\$5.89	29.80%
OP EXP/VRH	\$76.97	\$92.26	\$96.61	\$91.52	\$107.26	\$107.18	\$111.27	\$99.50	\$105.02	\$87.68	\$103.22	\$95.96	\$127.68	\$102.00	\$79.73	27.93%
OTP	79.67%	83.42%	83.61%	85.63%	86.46%	86.69%	83.73%	84.82%	87.00%	86.75%	85.35%	83.39%	82.09%	84.91%	87.50%	-2.59%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$73.35	\$86.10	\$90.39	\$85.35	\$98.70	\$95.40	\$93.73	\$92.07	\$106.19	\$80.72	\$97.81	\$88.20	\$124.92	\$94.81	\$75.92	24.87%
Trips w/in Peak Load Standards	N/A	99.29%	98.36%	98.05%	98.43%	98.80%	98.64%	98.07%	98.76%	98.09%	97.67%	98.31%	97.64%	98.34%	87.00%	13.04%
Vehicle Service Hours/Complaint	1,272.6	903.2	873.1	1,001.4	1,348.0	1,609.2	1,224.0	1,574.4	1,716.2	2,180.7	1,340.4	1,166.1	1,289.9	1,268.4	1,381.8	-8.21%
Mean Miles Btwn. Mechanical Failure	10,298.3	18,671.4	27,323.7	18,000.9	30,020.4	18,075.1	18,521.0	18,508.2	24,780.3	19,613.7	14,506.7	21,561.1	14,905.6	20,374.0	11,000.0	85.22%
Mean Miles Btwn. Preventable Accidents	41,995.3	44,344.5	35,520.8	75,603.6	43,362.8	42,928.4	58,649.9	37,016.4	37,170.5	86,300.4	45,132.0	33,321.7	71,547.0	51,298.3	49,000.0	4.69%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$43.28	\$56.14	\$53.86	\$48.85	\$67.49	\$75.80	\$95.50	\$56.64	\$55.93	\$66.38	\$54.73	\$58.35	\$57.24	\$62.18	\$44.59	39.44%
Trips w/in Peak Load Standards	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%
Vehicle Service Hours/Complaint	1,415.1	4,028.6	2,733.1	3,143.4	1,542.3	3,042.6	2,846.1	2,091.9	2,789.6	1,396.7	-	1,904.4	2,021.3	2,470.5	1,380.6	78.95%
ADA Calls Answered w/in 2 mins	95.00%	91.70%	98.50%	99.60%	98.70%	98.10%	94.50%	94.90%	89.20%	83.30%	87.10%	96.60%	99.00%	94.28%	95.00%	-0.72%
Abandoned Calls	2.23%	9.50%	1.30%	1.20%	1.40%	1.60%	4.00%	3.30%	6.00%	8.60%	6.60%	1.60%	1.10%	3.85%	2.00%	1.85%
Mean Miles Btwn. Mechanical Failure	40,643.3	10,461.0	21,794.3	16,641.3	13,684.8	29,679.5	18,852.4	18,385.0	18,225.0	29,130.0	58,783.5	39,608.3	30,907.0	25,512.7	45,000.0	-43.31%
Mean Miles Btwn. Preventable Accidents	101,120.0	83,688.0	-	99,848.0	36,492.7	-	47,131.0	-	-	58,260.0	39,189.0	39,608.3	123,628.0	65,980.6	183,333.3	-64.01%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Net Cost/Vehicle Service Hour	\$63.34	\$79.57	\$82.29	\$76.63	\$90.64	\$90.49	\$94.14	\$83.63	\$94.98	\$77.79	\$87.74	\$80.85	\$107.15	\$87.12	\$65.66	32.67%
Trips w/in Peak Load Standards	N/A	99.43%	98.68%	98.46%	98.77%	99.11%	98.93%	98.49%	99.01%	98.50%	98.20%	98.72%	98.25%	98.71%	93.50%	5.21%
Vehicle Service Hours/Complaint	1,504.7	1,087.0	1,028.1	1,196.1	1,393.4	1,824.2	1,411.1	1,673.0	1,877.2	1,956.7	1,749.1	1,289.2	1,425.4	1,432.7	1,637.7	-12.52%
Mean Miles Btwn. Mechanical Failure	13,791.9	16,238.7	26,022.6	17,698.7	23,797.3	20,093.3	18,590.1	18,481.4	23,141.5	21,077.8	17,458.5	24,268.2	17,191.5	20,338.3	14,711.5	38.25%
Mean Miles Btwn. Preventable Accidents	60,048.0	48,716.0	44,238.5	79,644.3	41,645.3	57,768.1	55,770.2	47,230.3	46,283.0	78,288.9	43,646.3	34,668.9	80,227.2	54,843.9	66,521.7	-17.55%

Notes:
No phone data associated with PVRTA’s demand response program was captured during Q4.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	35.00%	32.98%	2.02%	Automobiles	60.00%	83.33%	-23.33%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	38.41%	-38.41%	Trucks/Other Rubber Tires	35.00%	33.33%	1.67%	Administrative/Maintenance	0.00%	0.00%	0.00%
Articulated Bus (AB)	0.00%	0.00%	0.00%								

STRETCH PERFORMANCE METRICS

The PVRTA opted not to include stretch performance metrics in the FY2020-FY2021 MOU.

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: 6:00am – 10:00pm Sat: 6:00am – 6:00pm Sun: No Service

Ridership Information (FY21)	
Fixed Route	1,665,867 unlinked passenger trips
Demand Response	73,408 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,678,002	115,202	122,943	140,314	149,038	134,714	136,216	128,308	121,770	159,455	153,246	153,094	151,567	1,665,867	2,714,638	61.37%
UPT/VRH	21.59	14.19	14.39	13.31	13.50	13.69	12.62	12.40	12.62	13.99	14.24	14.43	14.53	13.65	21.15	-35.48%
FRR	16.35%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.27%	6.85%	5.61%	3.76%	1.64%	15.00%	-13.36%
OP EXP/VRH	\$112.40	\$137.70	\$137.13	\$140.92	\$100.23	\$118.10	\$137.88	\$133.39	\$152.55	\$133.23	\$132.85	\$126.56	\$212.73	\$138.39	\$117.51	17.77%
OTP	90.00%	88.24%	89.40%	90.30%	87.77%	87.39%	88.58%	90.21%	90.90%	89.90%	86.18%	86.22%	83.06%	88.18%	85.00%	3.18%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	66,463	5,086	5,402	5,573	6,524	5,723	6,416	5,632	5,743	6,934	6,906	6,709	6,760	73,408	83,350	88.07%
UPT/VRH	1.99	1.88	1.92	1.82	2.01	1.92	2.06	1.85	2.01	2.01	2.08	2.02	1.93	1.96	2.01	-2.44%
FRR	5.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.38%	4.96%	4.56%	2.86%	1.18%	5.00%	-3.82%
OP EXP/VRH	\$90.39	\$89.00	\$89.66	\$104.64	\$73.50	\$84.32	\$103.15	\$97.68	\$110.95	\$94.81	\$93.00	\$87.38	\$131.21	\$96.87	\$94.50	2.51%
OTP	97.00%	98.59%	98.22%	0.00%	98.28%	97.64%	97.58%	97.38%	97.19%	96.75%	95.68%	96.20%	96.86%	89.20%	95.00%	-5.80%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	2,744,465	120,288	128,345	145,887	155,562	140,437	142,632	133,940	127,513	166,389	160,152	159,803	158,327	1,739,275	2,797,988	62.16%

The SRTA opted to not include additional metrics in the FY2020-2021 MOU.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	25.00%	40.62%	-15.62%	Automobiles	50.00%	66.67%	-16.67%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	25.00%	48.39%	-23.39%	Trucks/Other Rubber Tires	50.00%	56.25%	-6.25%	Administrative/Maintenance	0.00%	0.00%	0.00%

STRETCH PERFORMANCE METRICS

The SRTA’s MOU includes one stretch performance metric. Here is a description of the metric and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Social Media Reach - Systemwide:
 - **INTERIM MILESTONE (FY20):** Track social media reach.
 - **PROGRESS THROUGH END OF FY20:** (Number of times content was viewed on a user’s screen). The table illustrates that there was less social media reach during Q3 and Q4 than in Q1 and Q2, which may be in part due to the significant decrease in ridership during Q3 and Q4 as a result of the COVID-19 pandemic.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
88,489	105,450	48,949	51,227	294,115

- **TARGET (FY21):** Track social media reach.
 - **PROGRESS THROUGH END OF FY21:** (Number of times content was viewed on a user’s screen). FY21 social media reach peaked in Q3 and totaled 165,663 impressions.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
44,322	41,294	58,437	21,610	165,663

Worcester Regional Transit Authority (WRTA)



SUMMARY PROFILE

Headquarters:
60 Foster Street
Worcester, MA 01608

Administrator:
Dennis Lipka

Website:
www.therta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 4:45am – 10:25am Sat: 6:00am – 7:30pm Sun: 9:00am – 7:00pm

Ridership Information (FY21)	
Fixed Route	2,185,761 unlinked passenger trips
Demand Response	73,375 unlinked passenger trips
Demand Taxi	24,929 unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,131,000	157,910	167,921	184,638	188,516	168,442	174,879	156,673	153,299	202,017	198,886	208,308	224,272	2,185,761	3,180,000	68.73%
UPT/VRM	1.60	1.26	1.28	1.17	1.15	1.13	1.09	1.02	1.04	1.18	1.23	1.33	1.36	1.19	1.65	-28.11%
UPT/VRH	19.00	15.07	15.41	13.61	13.37	13.16	12.63	11.97	12.13	13.74	14.36	15.57	15.87	13.88	19.20	-27.71%
FRR	16.50%	0.14%	0.16%	0.11%	0.10%	0.11%	0.15%	0.10%	0.10%	0.13%	0.13%	-0.14%	0.05%	0.09%	16.80%	-16.71%
OP EXP/VRM	\$10.01	\$12.70	\$11.25	\$10.48	\$11.16	\$11.62	\$11.39	\$11.33	\$11.74	\$9.51	\$12.17	\$10.85	\$11.50	\$11.27	\$11.56	-2.52%
OP EXP/VRH	\$117.19	\$151.46	\$135.90	\$122.16	\$130.33	\$135.75	\$131.41	\$132.65	\$136.76	\$110.78	\$141.97	\$126.70	\$133.95	\$131.87	\$135.35	-2.57%
OTP Weekdays & Saturday	80.00%	84.61%	84.34%	83.14%	82.38%	82.66%	80.88%	81.57%	82.34%	81.34%	80.87%	80.67%	80.68%	82.12%	82.00%	0.12%
OTP Sunday	83.00%	80.02%	83.92%	86.83%	85.38%	85.00%	83.08%	83.97%	84.17%	80.61%	76.48%	82.05%	82.37%	82.82%	85.00%	-2.18%

Demand Response - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	184,000	7,025	8,004	8,319	8,550	7,393	7,517	6,634	6,460	9,270	9,276	9,373	10,512	98,333	187,000	52.58%
UPT/VRM	0.20	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.13	0.12	0.20	-38.60%
UPT/VRH	2.30	1.71	1.74	1.77	1.81	1.76	1.75	1.68	1.69	1.77	1.82	1.81	2.05	1.79	2.30	-22.30%
FRR	8.00%	0.06%	0.08%	-0.22%	0.13%	0.08%	0.06%	0.06%	0.07%	0.05%	0.04%	-0.04%	0.02%	0.03%	8.20%	-8.17%
OP EXP/VRM	\$4.61	\$8.88	\$7.09	\$6.82	\$7.57	\$7.39	\$8.17	\$8.50	\$9.19	\$6.09	\$6.92	\$6.26	\$6.83	\$7.36	\$5.32	38.15%
OP EXP/VRH	\$66.69	\$124.03	\$99.89	\$99.49	\$110.92	\$109.06	\$117.41	\$117.77	\$124.29	\$89.84	\$103.29	\$96.29	\$103.95	\$107.05	\$77.03	38.98%

Systemwide - Universal Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,315,000	164,935	175,925	192,957	197,066	175,835	182,396	163,307	159,759	211,287	208,162	217,681	234,784	2,284,094	3,367,000	67.84%

Fixed Route - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Scheduled Trips Operated	99.50%	99.90%	99.95%	99.77%	99.59%	99.71%	97.53%	99.82%	99.23%	99.57%	99.69%	99.71%	99.72%	99.49%	99.70%	-0.21%
Passengers per Trip (PPT)	10	8.5	8.8	7.7	7.6	7.5	7.2	6.8	6.9	7.8	8.2	8.8	9.0	7.9	11	-0.28%
Valid Complaints	20	19.0	17.0	9.0	24.4	26.1	29.7	19.2	28.7	18.3	18.1	22.1	20.0	21.0	18.0	16.48%

Demand Response - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Scheduled Trips Operated	99.90%	99.99%	99.98%	99.99%	99.99%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	99.99%	99.99%	99.99%	99.90%	0.09%
Valid Complaints	1	2.0	1.0	1.0	0.5	2.0	0.9	0.6	1.2	1.0	1.0	1.4	1.1	1.1	1.00	13.83%

Systemwide - Additional Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
Maintain a Balanced Budget	Maintain (100%)	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%	0.00%
% Survey Respondents Rating Good/Excellent	73.00%	72.00%	72.00%	72.00%	-	-	-	-	-	-	-	-	-	72.00%	80.00%	-8.00%
Monthly Preventative Maintenance	95.00%	100.00%	97.10%	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	97.60%	100.00%	97.00%	100.00%	1.0	95.00%	4.10%

Notes:
Demand Response data is inclusive of both demand response services provided for Councils on Aging (COAs) and ADA services, as well as Demand Taxi. WRTA chose to merge the annual Fixed Route Customer Satisfaction Survey (see Systemwide – Additional Metrics) with surveys implemented as a result of the Comprehensive Regional Transit Plan Update. Due to delays, the consultant released the survey at the end of FY2020 and the survey remained open through most of Q1 FY 2021. Survey results were tabulated and reported in Q1.

ASSET MANAGEMENT PERFORMANCE METRICS

Rolling Stock				Equipment				Facilities			
Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference	Asset Class	FY21 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	32.08%	37.74%	-5.66%	Automobiles	66.67%	50.00%	16.67%	Passenger/Parking	0.00%	0.00%	0.00%
Cutaway (CU)	52.46%	54.39%	-1.93%	Trucks/Other Rubber Tires	75.00%	75.00%	0.00%	Administrative/Maintenance	0.00%	0.00%	0.00%
Van (VN)	100.00%	100.00%	0.00%								

STRETCH PERFORMANCE METRICS

The WRTA’s MOU includes five stretch performance metrics. Here is a description of the metrics and actual progress toward meeting the FY2020 & FY2021 targets through the end of FY2021:

- Revenue Miles Per Passenger - Demand Response:
 - INTERIM MILESTONE (FY20): 7
 - PROGRESS THROUGH END OF FY20: As shown in the table, the total number of revenue miles per passenger was 6.7, which is less than the 7.0 revenue miles per passenger goal. In this case, an actual value that is less than the target value is desirable, so the interim milestone was met.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
6.4	6.5	6.8	8.4	6.7

- **TARGET (FY21):** 7
- **PROGRESS THROUGH END OF FY21:** In FY21 the total number of revenue miles per passenger was 8.15, which is more than the 7.0 revenue miles per passenger goal. In this case, an actual value that is less than the target value is desirable, so the interim milestone was not met.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
8.2	8.2	8.2	8.0	8.15

- Passenger Cancellations to Total Trips Ratio - Demand Response:
 - **TARGET (FY20):** 17.00%
 - **PROGRESS THROUGH END OF FY20:** The FY20 percent of passenger cancellations per trip was determined to be 17.6%, which slightly exceeds the FY20 interim milestone value of 17%.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
15%	18%	19%	22%	17.6%

- **INTERIM MILESTONE (FY21):** 16.00%
- **PROGRESS THROUGH END OF FY21:** The FY21 percent of passenger cancellations per trip was determined to be 17.6%, which exceeds the FY21 interim milestone value of 16%.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
15%	18%	19%	22%	17.6%

- On-Time Performance - Demand Response:
 - **INTERIM MILESTONE (FY20):** 90.00%
 - **PROGRESS THROUGH END OF FY20:** The WRTA's on-time performance improved slightly between Q1/Q2 and Q3/Q4. This may be in part due to reduced traffic volumes, reducing congestion, and reduced dwell times. Overall, the FY 2020 actual value exceeded the interim milestone target value.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
89%	88%	92%	94%	91%

- **TARGET (FY21):** 91.00%
- **PROGRESS THROUGH END OF FY21:** WRTA's on-time performance for FY2021 (91.2%) exceeded the target of 91%.

Q1 Subtotal	Q2 Subtotal	Q3 Subtotal	Q4 Subtotal	YTD Actual
93%	94%	93.6%	88%	91.2%

- Develop and Implement a New Fare Collection System:
 - **INTERIM MILESTONE (FY20):** Research new systems and develop implementation plan
 - **PROGRESS THROUGH END OF FY20:** The WRTA applied for a FY2020 FTA Buses and Bus Facilities grant and is awaiting selection. In the meantime, WRTA's consultant's is developing the Mobile Fare System specifications, which is on track with the target milestone value.
 - **TARGET (FY21):** Begin implementation of plan.
 - **PROGRESS THROUGH END OF FY21:** In FY21, WRTA released the Mobile Fare Payment System RFP. WRTA interviewed and discussed proposals with a short list of vendors. Best and final offers (BAFO) were requested from three vendors, and the project was conditionally awarded in June 2021. Contract negotiations will begin in FY22.
- Increase Non-Passenger Revenue - Systemwide:
 - **INTERIM MILESTONE (FY20):** Explore digital/electronic advertising options on WRTA properties. Research and develop new grant applications for workforce development, and community-based organizations.
 - **PROGRESS THROUGH END OF FY20:** The WRTA has researched outdoor digital advertising options for the WRTA Hub and the Maintenance & Operations Facility. WRTA has also been working closely with radio media to increase advertising on WRTA assets and ran radio advertisements on three (3) local radio stations to promote route and service changes that resulted from COVID-19. During the peak impact of COVID-19, WRTA also worked with advertising agencies to retain as many contracts as possible.

- **TARGET (FY21):** Work with City of Worcester, additional public/private partnerships, and Central Massachusetts Metropolitan Planning Organization (CMMPO).
- **PROGRESS THROUGH END OF FY21:** Through the course of FY21, WRTA explored various advertising options for its Hub lobby/customer service area and platform, enhanced shelter advertisement options, and met with representatives from Worcester Red Sox to discuss signage, promotional, and marketing materials.

Appendix C – Pre- and Post-Pandemic Comparison

To better visualize performance pre- and post-pandemic, the quarterly subtotals for each of the Universal Metrics were compiled and compared into the tables found in this appendix. As stated in the *COVID-19 Impacts on RTA Performance* section and the FY2020 Progress Report submitted on December 31, 2020, FY2020 Quarter 4 (Q4) displays significant impacts on RTA performance related to the pandemic, particularly regarding reduced ridership and fare collection, coupled with increased operating expenses. The trends continued into FY2021 Q1 and Q2, with gradual increases in ridership and fare collection in FY2021 Q3 and Q4.



Unlinked Passenger Trips (UPT)

Fixed Route UPT - 15 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Accum.	FY20 Q2	% Accum.	FY20 Q3	% Accum.	FY20 Q4	% Accum.	FY20 Target	FY21 Q1	% Accum.	FY21 Q2	% Accum.	FY21 Q3	% Accum.	FY21 Q4	% Accum.	FY21 Target
BAT	2,405,040	643,409	26.45%	1,307,101	53.74%	1,828,573	75.17%	1,987,197	81.70%	2,432,457	323,020	13.10%	602,618	24.43%	850,278	34.47%	1,147,952	46.54%	2,466,511
BRTA	533,095	136,412	26.60%	261,647	51.02%	375,056	73.13%	429,730	83.79%	512,838	83,230	15.62%	162,542	30.50%	237,559	44.58%	327,100	61.39%	532,838
CATA	192,864	60,941	30.68%	108,717	54.73%	146,165	73.58%	167,502	84.32%	198,650	35,508	17.35%	68,541	33.50%	99,779	48.77%	139,883	68.37%	204,609
CCRTA	614,144	384,491	61.99%	505,017	81.42%	598,326	96.46%	651,881	105.09%	620,285	139,510	22.27%	88,788	14.17%	158,384	25.28%	265,503	42.38%	626,427
FRTA	126,308	34,878	27.07%	63,286	49.12%	89,701	69.63%	93,006	72.19%	128,834	8,159	6.22%	16,523	12.60%	24,510	18.69%	34,553	26.35%	131,140
GATRA	729,400	171,355	22.30%	340,675	44.33%	487,563	63.45%	543,247	70.69%	768,450	88,521	11.22%	163,039	20.67%	233,975	29.66%	315,145	39.94%	788,950
LRTA	1,411,149	321,446	21.63%	662,472	44.58%	946,105	63.67%	1,024,645	68.96%	1,485,940	129,364	8.62%	265,433	17.69%	391,861	26.11%	538,834	35.90%	1,500,799
MART	537,050	125,682	22.94%	276,533	50.48%	395,730	72.24%	443,428	80.95%	547,791	64,640	11.46%	127,580	22.61%	183,050	32.44%	245,422	43.50%	564,225
MVRTA	1,949,819	520,289	26.55%	987,915	50.41%	1,387,157	70.79%	1,501,464	76.62%	1,959,569	180,577	9.17%	449,863	22.84%	696,589	35.37%	994,873	50.52%	1,969,367
MWRTA	557,945	134,682	24.05%	319,421	57.04%	454,155	81.10%	478,258	85.40%	560,000	45,795	8.03%	103,098	18.09%	148,206	26.00%	191,412	33.58%	570,000
NRTA	287,493	188,233	58.82%	210,732	65.85%	222,912	69.66%	235,590	73.62%	320,000	71,842	21.77%	86,798	26.30%	94,935	28.77%	142,783	43.27%	330,000
PVTA	10,570,619	2,270,270	21.42%	5,017,259	47.33%	7,361,499	69.45%	8,131,759	76.71%	10,600,000	997,279	9.32%	1,897,023	17.72%	2,819,154	26.33%	3,885,177	36.29%	10,706,000
SRTA	2,678,002	673,624	25.06%	1,375,961	51.19%	1,997,177	74.31%	2,225,259	82.79%	2,687,760	378,459	13.94%	798,427	29.41%	1,207,960	44.50%	1,665,867	61.37%	2,714,638
VTA	1,347,337	650,826	48.06%	771,820	57.00%	829,661	61.27%	891,783	65.86%	1,354,074	255,982	18.81%	326,276	23.98%	375,674	27.61%	557,692	40.98%	1,360,810
WRTA	3,131,000	773,956	24.57%	1,484,985	47.14%	2,108,203	66.93%	2,380,920	75.58%	3,150,000	510,469	16.05%	1,042,306	32.78%	1,554,295	48.88%	2,185,761	68.73%	3,180,000

Demand Response UPT - 15 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Accum.	FY20 Q2	% Accum.	FY20 Q3	% Accum.	FY20 Q4	% Accum.	FY20 Target	FY21 Q1	% Accum.	FY21 Q2	% Accum.	FY21 Q3	% Accum.	FY21 Q4	% Accum.	FY21 Target
BAT	167,843	43,550	25.87%	85,074	50.55%	119,143	70.79%	127,816	75.94%	168,312	12,455	7.38%	28,915	17.13%	43,475	25.76%	61,791	36.61%	168,783
BRTA	28,300	6,665	24.22%	13,281	48.26%	18,837	68.45%	21,118	76.74%	27,518	3,139	11.08%	6,536	23.06%	10,355	36.53%	14,955	52.76%	28,343
CATA	29,116	7,447	24.83%	15,260	50.89%	22,084	73.64%	24,377	81.29%	29,989	3,735	12.09%	7,533	24.39%	11,738	38.00%	19,062	61.71%	30,889
CCRTA	457,105	135,497	29.64%	266,550	58.31%	375,046	82.05%	389,864	85.29%	457,105	30,689	6.71%	73,996	16.19%	114,729	25.10%	171,870	37.60%	457,105
FRTA	27,400	5,918	21.18%	12,137	43.43%	17,444	62.42%	19,739	70.63%	27,948	2,375	8.33%	5,241	18.38%	8,677	30.44%	13,686	48.01%	28,507
GATRA	307,650	76,811	24.00%	149,079	46.57%	211,493	66.07%	226,492	70.76%	320,100	28,974	8.47%	59,479	17.39%	92,818	27.14%	132,534	38.75%	342,000
LRTA	111,166	28,657	25.65%	54,259	48.57%	76,210	68.21%	82,097	73.48%	111,722	10,903	9.76%	22,071	19.76%	34,434	30.82%	50,746	45.42%	111,722
MART	396,422	94,243	23.31%	187,992	46.49%	273,737	67.70%	294,489	72.83%	404,350	29,903	7.25%	70,767	17.16%	109,429	26.53%	157,150	38.10%	412,437
MVRTA	87,015	22,841	25.99%	45,220	51.45%	65,483	74.51%	71,158	80.97%	87,885	9,212	10.38%	20,206	22.76%	30,573	34.44%	43,821	49.37%	88,763
MWRTA	212,228	40,846	19.25%	95,121	44.82%	137,265	64.68%	143,998	67.85%	212,228	14,259	6.72%	29,970	14.12%	44,360	20.90%	64,199	30.25%	212,228
NRTA	7,361	975	13.09%	1,931	25.92%	2,872	38.55%	2,918	39.17%	7,450	212	2.83%	371	4.95%	454	6.05%	700	9.33%	7,500
PVTA	261,007	64,706	24.79%	127,464	48.84%	183,491	70.30%	196,590	75.32%	261,007	24,185	9.36%	50,081	19.38%	76,565	29.63%	109,449	42.36%	258,397
SRTA	66,463	24,814	31.26%	48,490	61.09%	69,667	87.76%	79,524	100.18%	79,381	16,061	19.27%	34,724	41.66%	53,033	63.63%	73,408	88.07%	83,350
VTA	13,160	3,067	23.18%	5,968	45.11%	8,381	63.35%	8,610	65.08%	13,230	770	5.79%	1,639	12.32%	2,853	21.45%	4,406	33.13%	13,300
WRTA	184,000	46,399	25.08%	90,763	49.06%	129,959	70.25%	141,965	76.74%	185,000	23,348	12.49%	46,808	25.03%	69,172	36.99%	98,333	52.58%	187,000

Unlinked Passenger Trips (UPT) / Vehicle Revenue Mile (VRM)

Fixed Route UPT/VRM - 7 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT																			
BRTA	0.56	0.55	6.84%	0.50	-2.26%	0.48	-6.63%	0.30	-41.18%	0.51	0.37	-30.75%	0.35	-34.17%	0.34	-36.41%	0.37	-29.56%	0.53
CATA																			
CCRTA																			
FRTA																			
GATRA	0.36	0.42	-0.41%	0.42	-0.94%	0.36	-13.27%	0.19	-54.28%	0.42	0.30	-33.04%	0.24	-45.76%	0.24	-47.32%	0.27	-41.02%	0.45
LRTA																			
MART	0.78	0.59	-25.72%	0.69	-13.60%	0.58	-27.51%	0.29	-64.24%	0.80	0.38	-54.40%	0.35	-56.95%	0.31	-62.11%	0.32	-61.21%	0.82
MVRTA																			
MWRTA																			
NRTA	1.40	1.32	10.40%	0.51	-57.56%	0.29	-75.90%	0.24	-79.97%	1.20	0.75	-46.44%	0.31	-78.01%	0.18	-87.23%	0.68	-51.58%	1.40
PVTA	2.10	1.96	-5.50%	2.15	3.40%	1.93	-7.22%	0.92	-55.53%	2.08	0.92	-58.22%	0.83	-62.22%	0.81	-63.01%	0.94	-57.02%	2.19
SRTA																			
VTA	1.11	1.68	42.58%	0.84	-28.75%	0.51	-57.12%	0.40	-65.69%	1.18	0.93	-25.97%	0.46	-62.84%	0.40	-68.01%	0.76	-39.57%	1.25
WRTA	1.60	1.62	1.07%	1.50	-6.05%	1.37	-14.64%	1.00	-37.21%	1.60	1.23	-25.41%	1.12	-31.98%	1.09	-34.22%	1.31	-20.66%	1.65

Demand Response UPT/VRM - 7 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT																			
BRTA	0.10	0.10	4.32%	0.10	5.54%	0.10	4.12%	0.10	9.93%	0.09	0.10	2.63%	0.10	2.42%	0.12	29.14%	0.11	15.41%	0.10
CATA																			
CCRTA																			
FRTA																			
GATRA	0.20	0.18	-19.90%	0.18	-22.84%	0.18	-23.26%	0.14	-38.06%	0.23	0.13	-46.95%	0.13	-46.90%	0.14	-45.82%	0.14	-45.00%	0.25
LRTA																			
MART	0.16	0.17	4.13%	0.17	6.39%	0.18	11.94%	0.13	-16.42%	0.16	0.12	-24.59%	0.12	-26.32%	0.11	-31.08%	0.12	-24.97%	0.16
MVRTA																			
MWRTA																			
NRTA	0.26	0.31	4.07%	0.25	-16.95%	0.25	-15.43%	0.75	151.37%	0.30	0.10	-74.49%	0.14	-65.10%	0.17	-56.39%	0.17	-57.47%	0.40
PVTA	0.09	0.09	-0.29%	0.10	1.51%	0.10	1.37%	0.08	-10.94%	0.09	0.09	-4.78%	0.08	-14.40%	0.09	-5.77%	0.09	-2.64%	0.09
SRTA																			
VTA	0.11	0.09	-26.86%	0.12	1.50%	0.14	11.88%	0.04	-67.19%	0.12	0.07	-44.36%	0.09	-27.14%	0.11	-8.07%	0.10	-14.28%	0.12
WRTA	0.20	0.16	-22.03%	0.15	-22.87%	0.15	-25.64%	0.12	-40.74%	0.20	0.12	-38.84%	0.12	-39.11%	0.12	-39.12%	0.12	-37.58%	0.20

Unlinked Passenger Trips (UPT) / Vehicle Revenue Hour (VRH)

Fixed Route UPT/VRH - 15 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	22.27	23.99	6.30%	23.87	5.77%	20.07	-11.06%	9.58	-57.57%	22.57	15.34	-32.35%	12.57	-44.54%	11.31	-50.10%	13.82	-39.04%	22.67
BRTA	9.69	8.97	3.08%	8.48	-2.59%	8.62	-1.03%	5.92	-31.98%	8.71	6.61	-26.45%	6.05	-32.74%	5.71	-36.52%	6.64	-26.09%	9.04
CATA	13.38	11.91	-15.82%	11.01	-22.16%	9.19	-35.03%	3.41	-75.92%	14.15	4.48	-68.27%	4.16	-70.53%	4.04	-71.37%	4.92	-65.14%	14.11
CCRTA	6.13	13.63	120.17%	6.99	12.92%	5.79	-6.55%	4.08	-34.03%	6.19	5.64	-9.84%	4.40	-29.56%	3.67	-41.36%	5.13	-17.90%	6.25
FRTA	8.52	8.19	-5.76%	3.75	-56.89%	6.62	-23.85%	2.23	-74.39%	8.69	3.65	-58.71%	3.92	-55.69%	3.96	-55.23%	3.45	-61.03%	8.84
GATRA	5.90	7.76	23.18%	7.45	18.25%	6.82	8.20%	3.72	-41.01%	6.30	5.67	-18.94%	4.56	-34.84%	4.53	-35.26%	5.02	-28.30%	7.00
LRTA	15.70	13.73	-13.00%	13.98	-11.38%	12.34	-21.78%	5.46	-65.37%	15.78	7.43	-53.18%	6.11	-61.45%	5.79	-63.47%	6.71	-57.69%	15.86
MART	11.77	9.67	-19.48%	10.76	-10.35%	9.17	-23.64%	4.56	-62.03%	12.01	5.71	-53.86%	5.52	-55.34%	4.94	-60.09%	5.21	-57.85%	12.37
MVRTA	15.43	15.91	2.55%	14.51	-6.43%	12.73	-17.94%	3.84	-75.21%	15.51	5.81	-62.71%	7.94	-49.05%	7.40	-52.57%	8.74	-43.96%	15.59
MWRTA	6.98	6.08	-12.93%	7.23	3.63%	5.58	-20.00%	1.72	-75.41%	6.98	2.55	-63.51%	3.02	-56.75%	2.59	-62.91%	2.44	-64.99%	6.98
NRTA	14.50	14.84	-4.24%	5.87	-62.10%	3.32	-78.57%	2.82	-81.82%	15.50	7.65	-52.16%	0.34	-97.85%	2.15	-86.55%	7.38	-53.90%	16.00
PVTA	27.83	25.71	-7.84%	28.49	2.12%	25.51	-8.54%	12.17	-56.37%	27.89	12.11	-57.18%	11.04	-60.96%	10.84	-61.67%	12.70	-55.10%	28.29
SRTA	21.59	20.95	0.07%	22.07	5.42%	20.14	-3.81%	12.07	-42.38%	20.94	13.91	-34.23%	13.26	-37.30%	13.04	-38.34%	14.40	-31.91%	21.15
VTA	18.90	24.43	27.22%	13.34	-30.52%	8.62	-55.10%	6.25	-67.43%	19.20	13.91	-28.68%	7.62	-60.93%	6.47	-66.84%	12.46	-36.10%	19.50
WRTA	19.00	19.08	0.43%	17.67	-7.02%	15.97	-15.94%	12.88	-32.20%	19.00	14.61	-23.91%	13.05	-32.02%	12.66	-34.05%	15.27	-20.47%	19.20

Demand Response UPT/VRH - 15 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	2.46	2.64	6.82%	2.57	4.12%	2.23	-9.78%	0.74	-69.86%	2.47	1.03	-58.61%	1.28	-48.57%	1.26	-49.32%	1.59	-35.71%	2.48
BRTA	1.27	1.22	-1.04%	1.24	0.31%	1.22	-0.80%	0.78	-36.53%	1.23	0.88	-30.84%	0.95	-25.27%	1.06	-16.61%	1.21	-4.56%	1.27
CATA	3.11	2.58	-15.31%	2.47	-18.61%	2.49	-17.97%	1.52	-50.12%	3.04	1.79	-42.03%	1.74	-43.55%	1.94	-37.03%	2.27	-26.36%	3.09
CCRTA	2.02	2.48	21.47%	2.41	17.84%	2.27	10.94%	1.33	-35.06%	2.04	1.16	-43.74%	1.26	-39.09%	1.34	-35.28%	1.44	-30.28%	2.06
FRTA	1.66	1.62	-4.40%	1.75	3.83%	1.72	2.02%	1.34	-20.96%	1.69	1.71	-0.73%	1.21	-29.75%	1.43	-16.83%	1.63	-4.99%	1.72
GATRA	2.50	2.19	-19.00%	2.34	-13.17%	2.08	-22.88%	1.58	-41.49%	2.70	1.58	-47.29%	1.41	-53.15%	1.61	-46.33%	1.68	-43.94%	3.00
LRTA	2.30	2.47	7.07%	2.20	-4.73%	2.43	5.34%	1.42	-38.52%	2.31	1.79	-22.41%	1.97	-14.78%	1.66	-28.07%	1.98	-14.09%	2.31
MART	2.37	2.47	2.15%	2.67	10.49%	2.72	12.52%	1.90	-21.36%	2.42	1.74	-29.51%	1.84	-25.34%	1.83	-25.70%	1.91	-22.62%	2.47
MVRTA	1.69	1.60	-6.61%	1.58	-7.33%	1.78	3.83%	1.30	-24.03%	1.71	1.28	-25.91%	1.30	-24.74%	1.43	-17.07%	1.48	-14.70%	1.73
MWRTA	2.74	2.35	-14.08%	3.01	9.96%	2.84	3.50%	1.87	-31.68%	2.74	1.80	-34.46%	1.84	-32.92%	1.66	-39.36%	1.84	-32.72%	2.74
NRTA	2.50	2.01	-30.82%	2.05	-29.41%	2.04	-29.61%	0.10	-96.63%	2.90	1.08	-63.95%	1.20	-59.85%	1.28	-57.25%	1.28	-57.29%	3.00
PVTA	1.38	1.39	1.09%	1.38	0.44%	1.30	-5.84%	0.88	-36.24%	1.38	1.15	-17.49%	1.10	-21.37%	1.14	-18.06%	1.26	-9.50%	1.39
SRTA	1.99	2.32	20.22%	2.26	17.13%	2.16	11.99%	1.64	-15.15%	1.93	1.87	-7.03%	2.00	-0.53%	1.95	-2.80%	2.01	0.03%	2.01
VTA	1.67	1.74	3.08%	1.65	-8.15%	1.75	-2.51%	0.93	-48.28%	1.80	1.05	-42.10%	1.16	-36.17%	1.47	-18.73%	1.41	-22.09%	1.81
WRTA	2.30	2.29	-0.30%	2.23	-3.12%	2.14	-6.80%	1.55	-32.45%	2.30	1.74	-24.35%	1.78	-22.76%	1.72	-25.25%	1.89	-17.64%	2.30

Farebox Recovery Ratio (FRR)

Fixed Route FRR - 14 RTAs Reporting (LRTA reports Systemwide only)																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	22.13%	23.15%	0.90%	23.62%	1.37%	18.69%	-3.56%	0.04%	-22.21%	22.25%	5.33%	-17.17%	11.30%	-11.20%	10.80%	-11.70%	11.91%	-10.59%	22.50%
BRTA	13.81%	14.18%	2.59%	12.54%	0.95%	12.82%	1.22%	7.92%	-3.67%	11.59%	8.98%	-2.67%	7.70%	-3.95%	7.92%	-3.73%	9.17%	-2.48%	11.65%
CATA	8.97%	12.24%	3.13%	4.81%	-4.30%	4.52%	-4.59%	0.14%	-8.96%	9.11%	0.51%	-8.74%	1.85%	-7.40%	2.37%	-6.88%	1.88%	-7.37%	9.25%
CCRTA	17.20%	24.96%	7.51%	10.29%	-7.16%	8.40%	-9.05%	5.88%	-11.57%	17.45%	12.70%	-5.00%	3.57%	-14.13%	4.56%	-13.14%	9.49%	-8.21%	17.70%
FRTA	5.96%	6.39%	0.31%	7.29%	1.21%	7.78%	1.70%	0.17%	-5.91%	6.08%	0.11%	-6.06%	0.11%	-6.06%	0.86%	-5.31%	1.03%	-5.14%	6.17%
GATRA	8.25%	9.25%	-0.05%	8.35%	-0.95%	10.06%	0.76%	10.11%	0.81%	9.30%	12.78%	2.98%	11.39%	1.59%	10.64%	0.84%	10.64%	0.84%	9.80%
LRTA																			
MART	12.14%	12.03%	-0.35%	13.11%	0.73%	10.32%	-2.06%	1.11%	-11.27%	12.38%	4.34%	-8.29%	8.00%	-4.63%	5.33%	-7.30%	9.09%	-3.54%	12.63%
MVRTA	10.00%	11.07%	1.67%	9.46%	0.06%	7.83%	-1.57%	1.17%	-8.23%	9.40%	0.38%	-9.30%	5.34%	-4.34%	5.21%	-4.47%	5.99%	-3.69%	9.68%
MWRTA	10.54%	8.74%	-1.80%	5.26%	-5.28%	5.26%	-5.28%	0.31%	-10.23%	10.54%	0.00%	-10.54%	1.21%	-9.33%	0.00%	-10.54%	0.06%	-10.48%	10.54%
NRTA	26.00%	35.88%	10.88%	8.47%	-16.53%	6.19%	-18.81%	6.30%	-18.70%	25.00%	21.64%	-6.36%	5.39%	-22.61%	4.38%	-23.62%	23.12%	-4.88%	28.00%
PVTA	20.03%	18.28%	-1.93%	19.79%	-0.41%	17.45%	-2.75%	2.80%	-17.41%	20.20%	7.19%	-12.78%	8.65%	-11.32%	8.02%	-11.95%	9.16%	-10.81%	19.97%
SRTA	16.35%	16.79%	1.31%	14.25%	-1.23%	12.64%	-2.84%	0.28%	-15.20%	15.48%	0.01%	-14.99%	0.00%	-15.00%	0.44%	-14.56%	5.14%	-9.86%	15.00%
VTA	37.86%	52.59%	16.16%	16.05%	-20.38%	24.68%	-11.75%	48.80%	12.37%	36.43%	49.57%	14.57%	13.29%	-21.71%	16.34%	-18.66%	31.09%	-3.91%	35.00%
WRTA	16.50%	15.60%	-1.00%	13.35%	-3.25%	11.69%	-4.91%	0.19%	-16.41%	16.60%	0.13%	-16.67%	0.12%	-16.68%	0.11%	-16.69%	0.02%	-16.78%	16.80%

Demand Response FRR - 14 RTAs Reporting (LRTA reports Systemwide only)																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	28.95%	32.75%	3.75%	32.90%	3.90%	27.54%	-1.46%	2.79%	-26.21%	29.00%	8.14%	-20.93%	22.43%	-6.64%	20.36%	-8.71%	25.36%	-3.71%	29.07%
BRTA	14.78%	13.88%	3.52%	13.42%	3.05%	10.19%	-0.17%	4.26%	-6.10%	10.37%	6.58%	-3.84%	6.11%	-4.31%	6.88%	-3.53%	8.91%	-1.50%	10.42%
CATA	3.18%	3.12%	-0.11%	3.11%	-0.13%	2.70%	-0.53%	0.20%	-3.03%	3.23%	0.77%	-2.51%	2.28%	-1.00%	2.85%	-0.43%	4.61%	1.33%	3.28%
CCRTA	21.36%	22.92%	1.31%	10.74%	-10.87%	6.25%	-15.36%	0.50%	-21.11%	21.61%	47.57%	25.71%	57.31%	35.45%	45.08%	23.22%	59.77%	37.91%	21.86%
FRTA	14.73%	10.50%	-4.52%	11.40%	-3.62%	10.90%	-4.12%	6.41%	-8.61%	15.02%	10.44%	-4.80%	1.75%	-13.49%	5.40%	-9.84%	7.22%	-8.02%	15.24%
GATRA	4.20%	5.62%	-0.38%	5.33%	-0.67%	5.02%	-0.98%	6.75%	0.75%	6.00%	7.95%	1.25%	7.17%	0.47%	6.23%	-0.47%	6.94%	0.24%	6.70%
LRTA																			
MART	34.75%	33.12%	-2.33%	28.94%	-6.50%	25.84%	-9.61%	2.54%	-32.91%	35.45%	8.31%	-27.84%	18.49%	-17.66%	19.13%	-17.02%	23.10%	-13.05%	36.16%
MVRTA	7.37%	6.71%	-0.66%	6.41%	-0.96%	6.84%	-0.53%	1.59%	-5.78%	7.37%	1.40%	-6.19%	5.68%	-1.91%	5.17%	-2.42%	6.67%	-0.92%	7.59%
MWRTA	5.04%	5.20%	0.16%	4.02%	-1.02%	4.26%	-0.78%	0.50%	-4.54%	5.04%	0.00%	-5.04%	0.05%	-4.99%	0.02%	-5.02%	0.11%	-4.93%	5.04%
NRTA	0.00%	0.90%	0.90%	0.88%	0.88%	0.29%	0.29%	0.25%	0.25%	0.00%	1.93%	1.93%	0.95%	0.95%	0.35%	0.35%	0.30%	0.30%	0.00%
PVTA	8.68%	8.51%	-0.17%	8.54%	-0.14%	7.82%	-0.86%	0.61%	-8.07%	8.68%	3.56%	-4.77%	3.13%	-5.20%	5.24%	-3.09%	5.22%	-3.11%	8.33%
SRTA	5.04%	7.24%	-8.24%	5.81%	-9.67%	5.26%	-10.22%	0.00%	-15.48%	15.48%	0.00%	-5.00%	0.00%	-5.00%	0.13%	-4.87%	3.94%	-1.06%	5.00%
VTA	5.22%	3.14%	-2.22%	14.43%	9.07%	22.32%	16.96%	22.41%	17.05%	5.36%	19.86%	14.36%	19.94%	14.44%	18.19%	12.69%	27.31%	21.81%	5.50%
WRTA	8.00%	6.37%	-1.73%	5.36%	-2.74%	5.23%	-2.87%	-0.02%	-8.12%	8.10%	-0.03%	-8.23%	0.09%	-8.11%	0.06%	-8.14%	0.01%	-8.19%	8.20%

Operating Expense (OP EX) / Vehicle Revenue Mile (VRM)

Fixed Route OPEX/VRM - 7 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	\$8.79	\$9.28	4.70%	\$8.07	-8.91%	\$9.15	3.31%	\$13.97	57.68%	\$8.86	\$9.30	2.89%	\$9.16	1.34%	\$9.72	7.55%	\$10.03	10.96%	\$9.04
BRTA	\$5.43	\$5.26	-5.51%	\$5.30	-4.82%	\$5.34	-4.03%	\$6.08	9.12%	\$5.57	\$5.64	-0.67%	\$6.09	7.27%	\$6.45	13.65%	\$5.90	3.95%	\$5.68
CATA																			
CCRTA																			
FRTA																			
GATRA																			
LRTA																			
MART	\$8.81	\$6.26	-27.84%	\$6.87	-20.82%	\$7.30	-15.89%	\$10.66	22.91%	\$8.68	\$9.47	10.77%	\$9.30	8.78%	\$9.43	10.36%	\$7.89	-7.73%	\$8.55
MVRTA																			
MWRTA																			
NRTA	\$8.32	\$6.77	-26.84%	\$9.26	0.15%	\$11.35	22.73%	\$9.56	3.33%	\$9.25	\$7.69	-14.50%	\$9.47	5.22%	\$9.34	3.78%	\$10.37	15.18%	\$9.00
PVTA	\$6.93	\$7.10	3.44%	\$7.10	3.43%	\$7.81	13.78%	\$10.65	55.25%	\$6.86	\$7.58	3.07%	\$8.38	13.88%	\$7.85	6.67%	\$9.02	22.60%	\$7.36
SRTA																			
VTA	\$3.62	\$5.03	32.24%	\$8.61	126.55%	\$5.66	49.01%	\$7.24	90.63%	\$3.80	\$4.48	12.54%	\$6.37	60.15%	\$6.42	61.29%	\$5.96	49.63%	\$3.98
WRTA	\$10.01	\$10.34	6.06%	\$10.75	-2.38%	\$11.06	0.42%	\$18.40	67.11%	\$11.01	\$11.39	-1.47%	\$11.38	-1.53%	\$10.80	-6.59%	\$11.51	-0.41%	\$11.56

Demand Response OPEX/VRM - 7 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	\$6.32	\$5.59	-15.50%	\$5.54	-16.33%	\$6.40	-3.40%	\$15.14	128.77%	\$6.62	\$11.25	66.38%	\$8.83	30.62%	\$9.84	45.50%	\$7.36	8.93%	\$6.76
BRTA	\$3.14	\$2.62	-29.16%	\$2.85	-22.95%	\$3.49	-5.64%	\$7.30	97.48%	\$3.70	\$4.48	18.85%	\$4.99	32.31%	\$5.28	39.92%	\$4.19	11.23%	\$3.77
CATA																			
CCRTA																			
FRTA																			
GATRA																			
LRTA																			
MART	\$4.34	\$4.76	11.40%	\$5.19	21.26%	\$5.62	31.51%	\$8.90	108.00%	\$4.28	\$7.73	83.56%	\$6.63	57.40%	\$5.93	40.84%	\$5.73	35.93%	\$4.21
MVRTA																			
MWRTA																			
NRTA	\$9.17	\$21.27	133.74%	\$13.69	50.40%	\$13.97	53.55%	\$833.54	9059.79%	\$9.10	\$19.74	118.13%	\$27.45	203.36%	\$43.39	379.39%	\$33.75	272.88%	\$9.05
PVTA	\$3.23	\$3.30	1.99%	\$3.36	3.91%	\$3.67	13.64%	\$8.37	158.93%	\$3.23	\$5.19	58.54%	\$7.16	118.72%	\$5.28	61.28%	\$4.90	49.63%	\$3.27
SRTA																			
VTA	\$6.80	\$6.56	-8.09%	\$7.59	6.31%	\$7.01	-1.76%	\$20.46	186.60%	\$7.14	\$10.74	43.58%	\$11.09	48.32%	\$10.52	40.68%	\$9.51	27.10%	\$7.48
WRTA	\$4.61	\$5.44	7.27%	\$5.73	13.05%	\$6.07	19.66%	\$14.05	177.02%	\$5.07	\$7.53	41.48%	\$7.71	44.76%	\$7.68	44.24%	\$6.67	25.20%	\$5.32

Operating Expense (OP EX) / Vehicle Revenue Hour (VRH)

Fixed Route OPEX/VRH - 13 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT																			
BRTA	\$94.30	\$86.54	-8.84%	\$90.04	-5.15%	\$96.57	1.73%	\$119.80	26.20%	\$94.93	\$101.55	4.87%	\$105.48	8.94%	\$109.20	12.78%	\$104.99	8.43%	\$96.83
CATA	\$122.69	\$112.71	-9.53%	\$118.67	-4.74%	\$125.74	0.93%	\$91.58	-26.49%	\$124.58	\$83.00	-34.68%	\$85.36	-32.82%	\$73.41	-42.23%	\$84.36	-33.61%	\$127.07
CCRTA	\$60.83	\$59.43	-4.63%	\$82.72	32.75%	\$87.63	40.63%	\$127.75	105.00%	\$62.32	\$42.86	-32.86%	\$130.23	104.01%	\$83.86	31.36%	\$62.37	-2.30%	\$63.84
FRTA	\$128.45	\$133.55	1.94%	\$54.05	-58.74%	\$102.11	-22.06%	\$252.73	92.91%	\$131.01	\$226.17	69.25%	\$166.31	24.46%	\$163.36	22.25%	\$127.27	-4.76%	\$133.63
GATRA	\$75.65	\$86.22	10.19%	\$85.60	9.39%	\$92.15	17.76%	\$99.54	27.21%	\$78.25	\$83.78	3.43%	\$89.78	10.84%	\$100.30	23.83%	\$97.08	19.85%	\$81.00
LRTA																			
MART	\$132.13	\$101.79	-21.79%	\$106.94	-17.84%	\$115.32	-11.39%	\$169.90	30.54%	\$130.15	\$143.69	12.08%	\$144.66	12.84%	\$149.02	16.24%	\$128.52	0.25%	\$128.20
MVRTA	\$94.61	\$92.56	-5.02%	\$97.25	-0.20%	\$101.13	3.78%	\$94.66	-2.87%	\$97.45	\$100.40	0.03%	\$99.91	-0.46%	\$99.66	-0.71%	\$95.53	-4.82%	\$100.37
MWRTA	\$56.81	\$67.48	15.31%	\$61.08	4.39%	\$65.02	11.11%	\$97.16	66.04%	\$58.51	\$85.27	37.48%	\$80.85	30.36%	\$87.23	40.64%	\$87.27	40.70%	\$62.03
NRTA	\$84.00	\$75.82	-11.84%	\$106.86	24.25%	\$130.41	51.64%	\$112.04	30.28%	\$86.00	\$78.54	-7.60%	\$10.57	-87.56%	\$112.43	32.27%	\$112.80	32.71%	\$85.00
PVTA	\$91.73	\$92.91	0.87%	\$94.09	2.16%	\$103.31	12.16%	\$140.31	52.33%	\$92.11	\$100.21	5.63%	\$111.65	17.69%	\$104.86	10.53%	\$121.49	28.06%	\$94.87
SRTA	\$112.40	\$114.22	-0.86%	\$130.61	13.37%	\$129.32	12.25%	\$237.99	106.57%	\$115.21	\$138.77	18.09%	\$118.61	0.94%	\$139.22	18.48%	\$156.95	33.56%	\$117.51
VTA	\$61.50	\$72.96	18.04%	\$136.59	120.98%	\$96.47	56.07%	\$111.89	81.01%	\$61.81	\$67.31	8.36%	\$104.55	68.30%	\$103.80	67.09%	\$98.24	58.15%	\$62.12
WRTA	\$117.19	\$122.04	-5.33%	\$126.33	-2.00%	\$129.30	0.30%	\$235.92	83.01%	\$128.91	\$135.23	-0.09%	\$132.40	-2.18%	\$125.98	-6.93%	\$134.29	-0.79%	\$135.35

Demand Response OPEX/VRH - 13 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT																			
BRTA	\$41.56	\$32.87	-32.80%	\$35.82	-26.77%	\$43.98	-10.10%	\$55.78	14.03%	\$48.92	\$39.96	-19.90%	\$48.17	-3.46%	\$45.08	-9.66%	\$45.89	-8.02%	\$49.89
CATA	\$81.11	\$85.58	-4.59%	\$77.54	-13.56%	\$89.83	0.14%	\$117.78	31.31%	\$89.70	\$93.55	2.25%	\$97.23	6.27%	\$82.93	-9.36%	\$66.82	-26.97%	\$91.49
CCRTA	\$23.95	\$34.14	39.15%	\$18.24	-25.67%	\$30.49	24.26%	\$113.12	361.07%	\$24.53	\$38.71	54.02%	\$46.91	86.64%	\$42.80	70.29%	\$30.60	21.77%	\$25.13
FRTA	\$60.24	\$90.92	47.98%	\$76.09	23.84%	\$84.88	38.15%	\$138.23	124.98%	\$61.44	\$271.81	333.78%	\$131.73	110.23%	\$137.38	119.24%	\$120.28	91.95%	\$62.66
GATRA	\$56.67	\$56.40	-4.90%	\$64.93	9.49%	\$62.29	5.04%	\$160.22	170.18%	\$59.30	\$76.77	25.13%	\$71.85	17.12%	\$86.74	41.38%	\$80.25	30.81%	\$61.35
LRTA																			
MART	\$65.99	\$71.02	9.28%	\$81.86	25.94%	\$85.92	32.19%	\$127.20	95.71%	\$65.00	\$109.86	71.59%	\$102.11	59.50%	\$97.21	51.84%	\$89.75	40.18%	\$64.02
MVRTA	\$51.20	\$44.35	-15.90%	\$46.01	-12.76%	\$53.33	1.11%	\$83.03	57.44%	\$52.74	\$50.87	-6.35%	\$52.41	-3.52%	\$62.83	15.67%	\$49.98	-7.99%	\$54.32
MWRTA	\$65.64	\$77.44	14.54%	\$76.05	12.48%	\$79.02	16.88%	\$162.87	140.90%	\$67.61	\$94.95	32.49%	\$99.62	39.00%	\$107.89	50.55%	\$99.74	39.18%	\$71.67
NRTA	\$85.00	\$136.68	66.68%	\$112.45	37.14%	\$112.42	37.10%	\$107.95	31.65%	\$82.00	\$209.30	158.39%	\$236.89	192.46%	\$318.97	293.80%	\$254.15	213.76%	\$81.00
PVTA	\$47.39	\$49.01	3.40%	\$48.73	2.82%	\$50.03	5.56%	\$87.85	85.36%	\$47.39	\$66.83	37.38%	\$97.75	100.93%	\$68.23	40.25%	\$67.66	39.08%	\$48.65
SRTA	\$90.39	\$74.30	-35.51%	\$85.86	-25.47%	\$88.09	-23.54%	\$161.75	40.39%	\$115.21	\$94.79	0.31%	\$86.84	-8.11%	\$100.68	6.54%	\$104.36	10.44%	\$94.50
VTA	\$84.66	\$129.26	51.93%	\$102.09	20.00%	\$90.85	6.79%	\$479.39	463.46%	\$85.08	\$166.23	94.42%	\$144.57	69.09%	\$138.35	61.82%	\$128.52	50.31%	\$85.50
WRTA	\$66.69	\$79.99	9.04%	\$82.81	12.88%	\$87.46	19.22%	\$184.15	151.02%	\$73.36	\$107.16	39.12%	\$112.44	45.97%	\$108.45	40.80%	\$101.15	31.32%	\$77.03

On-Time Performance (OTP)

Fixed Route OTP - 12 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	97.33%	97.31%	-0.19%	96.08%	-1.42%	98.88%	1.38%	100.00%	2.50%	97.50%	99.96%	1.96%	99.82%	1.82%	99.94%	1.94%	99.32%	1.32%	98.00%
BRTA	90.36%	90.09%	-0.72%	90.77%	-0.05%	92.18%	1.36%	94.25%	3.44%	90.81%	93.46%	2.20%	89.29%	-1.97%	84.61%	-6.66%	76.57%	-14.69%	91.27%
CATA																			0.00%
CCRTA	67.30%	51.71%	-16.09%	83.98%	16.18%	94.90%	27.10%	77.92%	10.12%	67.80%	77.81%	9.51%	88.42%	20.12%	89.65%	21.35%	90.31%	22.01%	68.30%
FRTA																			0.00%
GATRA	87.00%	86.33%	-5.67%	87.87%	-4.13%	91.00%	-1.00%	100.00%	8.00%	92.00%	98.67%	2.67%	86.83%	-9.17%	88.90%	-7.10%	87.37%	-8.63%	96.00%
LRTA	83.00%	80.68%	-4.32%	79.63%	-5.37%	84.95%	-0.05%	88.83%	3.83%	85.00%	89.53%	4.53%	88.57%	3.57%	90.29%	5.29%	84.77%	-0.23%	85.00%
MART																			
MVRTA	68.00%	68.40%	-1.60%	67.33%	-2.67%	79.60%	9.60%	87.27%	17.27%	70.00%	84.77%	12.77%	80.83%	8.83%	84.37%	12.37%	80.47%	8.47%	72.00%
MWRTA	98.00%	99.00%	2.00%	99.00%	2.00%	99.90%	2.90%	99.90%	2.90%	97.00%	99.00%	2.00%	99.00%	2.00%	99.00%	2.00%	99.00%	2.00%	97.00%
NRTA	98.00%	94.00%	-6.00%	94.00%	-6.00%	99.33%	-0.67%	98.67%	-1.33%	100.00%	94.00%	-6.00%	99.33%	-0.67%	99.00%	-1.00%	98.33%	-1.67%	100.00%
PVTA	77.33%	74.64%	-5.36%	74.34%	-5.66%	78.28%	-1.72%	80.89%	0.89%	80.00%	80.92%	-4.08%	82.04%	-2.96%	83.18%	-1.82%	79.42%	-5.58%	85.00%
SRTA	90.00%	82.44%	2.44%	80.19%	0.19%	84.66%	4.66%	87.02%	7.02%	80.00%	89.31%	4.31%	87.91%	2.91%	90.34%	5.34%	85.15%	0.15%	85.00%
VTA	94.00%	90.67%	-4.33%	98.42%	3.42%	98.17%	3.17%	97.33%	2.33%	95.00%	97.25%	1.25%	98.67%	2.67%	99.00%	3.00%	98.67%	2.67%	96.00%
WRTA Wdy/Sat.	80.00%	80.21%	-0.79%	78.67%	-2.33%	82.96%	1.96%	84.84%	3.84%	81.00%	84.03%	2.03%	81.97%	-0.03%	81.75%	-0.25%	80.74%	-1.26%	82.00%
WRTA Sun.	83.00%	84.63%	0.63%	84.00%	0.00%	83.29%	-0.71%	82.15%	-1.85%	84.00%	83.59%	-1.41%	84.49%	-0.51%	82.92%	-2.08%	80.30%	-4.70%	85.00%

Demand Response OTP - 13 RTAs Reporting																			
RTA	Baseline	FY20 Q1	% Diff.	FY20 Q2	% Diff.	FY20 Q3	% Diff.	FY20 Q4	% Diff.	FY20 Target	FY21 Q1	% Diff.	FY21 Q2	% Diff.	FY21 Q3	% Diff.	FY21 Q4	% Diff.	FY21 Target
BAT	88.73%	86.87%	-1.88%	88.27%	-0.48%	92.07%	3.32%	95.81%	7.06%	88.75%	94.17%	5.42%	93.93%	5.18%	95.11%	6.36%	93.51%	4.76%	88.75%
BRTA	95.95%	93.52%	-2.48%	95.05%	-0.95%	97.27%	1.27%	97.52%	1.52%	96.00%	95.63%	-0.62%	96.08%	-0.17%	97.07%	0.82%	97.88%	1.63%	96.25%
CATA																			
CCRTA	92.55%	90.24%	-2.81%	92.34%	-0.71%	94.90%	1.85%	95.59%	2.54%	93.05%	96.88%	3.33%	96.62%	3.07%	96.79%	3.24%	95.22%	1.67%	93.55%
FRTA	76.59%	88.00%	9.88%	85.67%	7.55%	86.33%	8.21%	89.86%	11.74%	78.12%	90.48%	10.80%	88.41%	8.73%	93.00%	13.32%	87.33%	7.65%	79.68%
GATRA	89.00%	90.33%	-2.67%	83.70%	-9.30%	91.90%	-1.10%	100.00%	7.00%	93.00%	98.33%	4.33%	95.57%	1.57%	96.57%	2.57%	95.73%	1.73%	94.00%
LRTA	87.80%	93.23%	3.23%	92.50%	2.50%	92.81%	2.81%	98.70%	8.70%	90.00%	95.50%	5.50%	95.86%	5.86%	96.90%	6.90%	95.60%	5.60%	90.00%
MART	96.30%	96.92%	0.14%	96.30%	-0.48%	97.53%	0.75%	98.17%	1.39%	96.78%	98.69%	1.42%	99.65%	2.39%	99.57%	2.30%	99.71%	2.44%	97.27%
MVRTA	98.00%	93.67%	-4.33%	91.33%	-6.67%	93.22%	-4.78%	98.83%	0.83%	98.00%	98.33%	0.33%	93.74%	-4.26%	99.02%	1.02%	98.90%	0.90%	98.00%
MWRTA	99.50%	98.87%	1.87%	97.70%	0.70%	99.90%	2.90%	100.00%	3.00%	97.00%	99.76%	2.76%	99.56%	2.56%	99.52%	2.52%	99.50%	2.50%	97.00%
NRTA	92.50%	94.00%	-1.00%	94.00%	-1.00%	95.00%	0.00%	33.33%	-61.67%	95.00%	99.67%	3.67%	99.67%	3.67%	99.00%	3.00%	96.33%	0.33%	96.00%
PVTA	82.00%	91.68%	1.68%	90.16%	0.16%	94.57%	4.57%	98.21%	8.21%	90.00%	97.53%	7.53%	97.78%	7.78%	97.58%	7.58%	96.59%	6.59%	90.00%
SRTA	97.00%	98.13%	18.13%	98.06%	18.06%	98.32%	18.32%	98.29%	18.29%	80.00%	98.46%	3.46%	97.83%	2.83%	97.11%	2.11%	96.25%	1.25%	95.00%
VTA	90.10%	92.00%	0.20%	90.73%	-1.07%	92.67%	0.87%	93.23%	1.43%	91.80%	92.00%	-1.50%	89.50%	-4.00%	94.57%	1.07%	91.53%	-1.97%	93.50%
WRTA																			

Appendix D – COVID-19 Federal Relief Funding

During FFY2020 and FFY2021, three federal stimulus bills were enacted to provide economic relief to the American people. Each contained funding to support the transit industry response to the COVID-19 pandemic.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020 was enacted on March 27th, 2020, and provides \$25 billion in transit relief funding. Beginning January 20, 2020, funding is available for all activities normally available under the 5307 and 5311 federal programs at 100% federal share.⁷⁸ The 5307 program, which provides funding for transit agencies in large and small urbanized areas (UZAs), received \$22.7 billion in funds through the CARES Act, while the 5311 program, which provides funding for agencies in rural areas and for intercity bus, received \$2.2 billion.⁷⁹ Funds are available until expended, meaning there is no lapse date to obligate CARES Act funding, however transit systems are encouraged to spend funds quickly to respond to local needs.⁸⁰

The Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) of 2021 was enacted on December 27th, 2020, and provides \$14 billion in transit relief funding. Funding is available for all activities normally available under the 5307, 5311 and 5310 federal programs at 100% federal share for costs incurred beginning on January 20, 2020.⁸¹ The 5307 program received \$13.26 billion, while the 5311 program received \$678 million in funds.⁸² Unlike the CARES Act, the total CRRSAA apportionment for each UZA or State was determined by transit agencies whose CARES Act funding did not exceed 75% of the UZA's reported 2018 operating costs or 125% of State's reported 2018 operating costs.⁸³ Therefore, not all UZAs or States received funding through the CRRSAA 5307 and 5311 programs. However, CRRSAA provided an additional \$50 million to the 5310 program, for the enhanced mobility of seniors and individuals with disabilities.⁸⁴ Funds are available until expended, meaning there is no lapse date to obligate CRRSAA funding, however transit systems are encouraged to spend funds quickly to respond to local needs.⁸⁵

⁷⁸ Federal Transit Administration; Coronavirus Aid, Relief, and Economic Security (CARES) Act (<https://www.transit.dot.gov/cares-act>).

⁷⁹ Federal Transit Administration; Coronavirus Aid, Relief, and Economic Security (CARES) Act (<https://www.transit.dot.gov/cares-act>).

⁸⁰ Federal Transit Administration; Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19) (<https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19>)

⁸¹ Federal Transit Administration; Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (<https://www.transit.dot.gov/funding/grants/coronavirus-response-and-relief-supplemental-appropriations-act-2021>)

⁸² Federal Transit Administration; Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (<https://www.transit.dot.gov/funding/grants/coronavirus-response-and-relief-supplemental-appropriations-act-2021>)

⁸³ Federal Transit Administration; Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) Transit Infrastructure Grants (<https://www.transit.dot.gov/regulations-and-programs/legislation/coronavirus-response-and-relief-supplemental-appropriations>).

⁸⁴ Federal Transit Administration; Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (<https://www.transit.dot.gov/funding/grants/coronavirus-response-and-relief-supplemental-appropriations-act-2021>)

⁸⁵ Federal Transit Administration; Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19) (<https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19>)

The third stimulus package, the American Rescue Plan (ARP) Act of 2021 was enacted on March 11th, 2021, and provided \$30.46 billion to support the transit industry. As with the previous laws, funding is available for all activities normally available under the 5307, 5311 and 5310 federal programs at 100% federal share for costs incurred beginning on January 20, 2020.⁸⁶ The 5307 program received \$26.1 billion, the 5311 program received \$276 million (plus \$6.3 million for the Rural Transit Assistance Program [RTAP]), and the 5310 program received \$50 million in funding.⁸⁷ In a similar methodology to the CRRSAA program, the 5307 and 5311 programs funds were apportioned using a cap calculation based on the 2018 reported operating costs. 5307 program funds were apportioned to provide UZAs with the necessary funds to receive 132% of the reported 2018 operating costs, with those already exceeding this threshold receiving an additional 25% of the 2018 operating costs.⁸⁸ 5311 program funds were apportioned so that States that received 150% of their 2018 rural operating expenses receiving an additional 5%, States between 140-150% receiving an additional 10%, and States at less than 140% receiving an additional 20%.⁸⁹ Unlike CARES and CRRSAA, ARP also provided an additional \$100 million in funds to Intercity Bus Operators and funds for three competitive discretionary grants: \$2.2 billion in Urban and Rural Additional Assistance, for recipients and subrecipients that need additional assistance because of COVID, \$1.675 billion in Capital Investments, and \$25 million in Competitive Planning Grants for planning associated with the restoration of services as the public health emergency concludes.⁹⁰ In addition, ARP funding remains available until September 30, 2024, meaning all funds must be obligated in a federal grant by this date, and disbursed by September 30, 2029.⁹¹

⁸⁶ Federal Transit Administration; American Rescue Plan Act of 2021 (<https://www.transit.dot.gov/funding/american-rescue-plan-act-2021>)

⁸⁷ Federal Transit Administration; American Rescue Plan Act of 2021 (<https://www.transit.dot.gov/funding/american-rescue-plan-act-2021>)

⁸⁸ Federal Transit Administration; American Rescue Plan Act of 2021 Fact Sheet (<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-03/American-Rescue-Plan-Act-Fact-Sheet.pdf>)

⁸⁹ Federal Transit Administration; American Rescue Plan Act of 2021 Fact Sheet (<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-03/American-Rescue-Plan-Act-Fact-Sheet.pdf>)

⁹⁰ Federal Transit Administration; American Rescue Plan Act of 2021 (<https://www.transit.dot.gov/funding/american-rescue-plan-act-2021>)

⁹¹ Federal Transit Administration; American Rescue Plan Act of 2021 Fact Sheet (<https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-03/American-Rescue-Plan-Act-Fact-Sheet.pdf>)

FFY20 CARES Act Apportionments in Massachusetts

Agency	Total CARES Act Apportioned to MA	Total FFY20 Apportionment to MA	TOTAL: FFY20 + CARES Act
Boston (MA/RI/NH) UZA (MBTA, BAT, CATA, GATRA, LRTA, MART, MVRTA, MWRTA)	\$875,853,557	\$310,460,640	\$1,186,314,197
Barnstable UZA (CCRTA, GATRA)	\$31,933,539	\$11,298,798	\$43,232,337
Worcester (MA/CT) UZA (WRTA, MART)	\$36,356,649	\$10,024,021	\$46,380,670
Springfield (MA/CT) UZA (PVRTA)	\$36,615,416	\$13,007,389	\$49,662,805
Nashua (MA/NH) UZA (LRTA)	\$356,013	\$126,870	\$482,883
Providence (MA/RI) UZA (GATRA, SRTA)	\$22,776,312	\$8,076,402	\$30,852,714
Governor's Apportionment (SRTA, MART, BRTA)	\$27,371,666	\$9,723,974	\$37,095,640
Rural Apportionment (VTA, NRTA, FRTA, BRTA)	\$12,619,719	\$4,219,613	\$16,839,332
	\$1,043,882,871	\$366,937,707	\$1,410,820,578

Table 6: Total CARES Act funding apportioned to MA in comparison to the normal FFY2020 apportionment.

CARES Act Program Specific Apportionments

Agency	% of Total	Total Amount
5307/5340		
MBTA	88.14%	\$418,385,594
BAT (Brockton)	1.91%	\$9,048,637
MVRTA (Lawrence-Haverhill)	3.562%	\$16,914,813
LRTA (Lowell)	2.36%	\$11,200,527
GATRA (Taunton)	0.49%	\$2,312,367
NH DOT	1.70%	\$8,078,567
RIPTA	0.0067%	\$31,833
CATA (Gloucester-Rockport)	0.3345%	\$1,587,875
MWRTA (Metro West)	1.42%	\$6,738,647
MART (Montachusett)	0.08%	\$383,626
	100.00%	\$474,682,486
5337		
MBTA		\$409,281,473
UZA Total		\$883,963,957

Table 7: CARES Act apportionment for the Boston UZA (5037/5340 and 5337 funds).

Agency	% of Total	Total Amount
MART-Leominster-Fitchburg Share	35.65%	\$9,758,556
SRTA-New Bedford Share	43.60%	\$11,934,567
BRTA-Pittsfield Share	20.75%	\$5,678,543
	100.00%	\$27,371,666

Table 8: CARES Act apportionment for the Governor's Apportionment of 5307 funds.

Agency	% of Total	Total Amount
RTA Share	75.00%	\$9,464,789
Intercity Bus Share	15.00%	\$1,892,958
Admin (MassDOT)	10.00%	\$1,261,972
	100.00%	\$12,619,719

Table 9: CARES Act apportionment for rural areas through the 5311 program.

Summary of Available FFY20 Funding for MA RTAs

Agency	5307 Appt. under CARES	5311 Appt. under CARES	5307 FFY20 Appt.	5311 FFY20 Appt.	Total CARES Act Appt.	Total FFY20 Appt.	TOTAL FFY20 FEDERAL FUNDS AVAILABLE
BAT	\$9,048,637	-	\$3,203,335	-	\$9,048,637	\$3,203,335	\$12,251,972
BRTA	\$5,678,543	\$908,620	\$2,019,104	\$304,249	\$6,587,163	\$2,323,353	\$8,910,516
CATA	\$1,587,875	-	\$562,128	-	\$1,587,875	\$562,128	\$2,150,003
CCRTA	\$29,857,859	-	\$10,564,376	-	\$29,857,859	\$10,564,376	\$40,422,235
FRTA	-	\$3,795,380	0	\$1,270,874	\$3,795,380	\$1,270,874	\$5,066,254
GATRA	\$15,634,793	-	\$4,991,338	-	\$15,634,793	\$4,991,338	\$20,626,131
LRTA	\$11,556,540	-	\$3,965,132	-	\$11,556,540	\$3,965,132	\$15,521,672
VTA	-	\$2,924,620	-	\$979,302	\$2,924,620	\$979,302	\$3,903,922
MVRTA	\$16,914,813	-	\$5,988,064	-	\$16,914,813	\$5,988,064	\$22,902,877
MART	\$10,318,871	-	\$3,808,723	-	\$10,318,871	\$3,808,723	\$14,127,594
MWRTA	\$6,738,647	-	\$2,385,569	-	\$6,738,647	\$2,385,569	\$9,124,216
NRTA	-	\$1,836,169	-	\$614,837	\$1,836,169	\$614,837	\$2,451,006
PVTA	\$36,615,416	-	\$13,007,389	-	\$36,615,416	\$13,007,389	\$49,622,805
SRTA	\$21,043,483	-	\$7,466,092	-	\$21,043,483	\$7,466,092	\$28,509,575
WRTA	\$37,504,146	-	\$10,500,216	-	\$37,504,146	\$10,500,216	\$48,004,362
	\$202,499,623	\$9,464,789	\$68,461,466	\$3,169,262	\$211,964,412	\$71,630,728	\$283,595,140

Table 10: All available federal funding apportionments (appt.) in FFY2020 for MA RTAs, including total CARES Act funding and total FFY2020 funding.

FFY21 CRRSAA & ARP Apportionments in Massachusetts

Agency	Total CRRSAA Appt. to MA	Total ARP Appt. to MA*	Total FFY21 Appt. to MA	TOTAL: FFY21 + CRRSAA + ARP
Boston (MA/RI/NH) UZA (MBTA, BAT, CATA, GATRA, LRTA, MART, MVRTA, MWRTA)	\$306,350,165	\$907,067,020	\$164,284,495	\$1,377,701,680
Barnstable UZA (CCRTA, GATRA)	\$27,173,809	\$97,285,670	\$11,565,943	\$136,025,422
Worcester (MA/CT) UZA** (WRTA, MART)	\$0	\$6,137,678	\$10,795,491	\$16,933,169
Springfield (MA/CT) UZA** (PVRTA)	\$0	\$18,914,270	\$13,533,852	\$32,448,122
Nashua (MA/NH) UZA** (LRTA)	\$0	\$860,782	\$52,617	\$913,399
Providence (MA/RI) UZA** (GATRA, SRTA)	\$0	\$36,449,849	\$8,102,493	\$44,552,342
Governor's Apportionment (SRTA, MART, BRTA)	\$2,282,446	\$9,777,483	\$9,723,913	\$21,783,842
Rural Apportionment (VTA, NRTA, FRTA, BRTA)	\$7,261,894	\$3,181,058	\$4,386,976	\$14,829,928
	\$343,068,314	\$1,079,673,810	\$222,393,163	\$1,651,291,535

Table 11: Total CRRSAA & ARP funding apportioned to MA in comparison to the normal FFY2021 apportionment.

*ARP 5307 apportionments were not separated out by state within each UZA; this number represents the full apportionment. Additional detail on how these apportionments were split can be found in the ARP Program Specific Apportionments section.

**This UZA did not received funds through the CRRSAA 5307 program due to the eligibility requirements identified in the Act.

CRRSAA Program Specific Apportionments

Agency	% of Total	Total Amount
5307/5340		
MBTA	88.14%	\$301,367,165
BAT (Brockton)	1.91%	\$2,741,028
MVRTA (Lawrence-Haverhill)	3.562%	\$299,747
LRTA (Lowell)	2.36%	\$198,484
GATRA (Taunton)	0.49%	\$40,977
NH DOT	1.70%	\$3,185,801
RIPTA	0.0067%	\$0
CATA (Gloucester-Rockport)	0.3345%	\$310,952
MWRTA (Metro West)	1.42%	\$1,337,046
MART (Montachusett)	0.08%	\$64,081
	100.00%	\$309,545,821

Table 12: CRRSAA apportionment for the Boston UZA (5037/5340 and 5337 funds).

The members of the Boston UZA allocated the available CRRSAA funds differently than the CARES Act funds. First, each agency's 2018 operating costs were compared against the agency's CARES Act award to identify which agencies did not meet the 75% funding threshold. The funds were first allocated to allow these agencies to meet that threshold. All remaining available funds were distributed using the historical allocation percentages.

Agency	% of Total	Total Amount
MART-Leominster-Fitchburg Share	100.00%	\$2,282,446
SRTA-New Bedford Share	0.00%	\$0
BRTA-Pittsfield Share	0.00%	\$0
	100.00%	\$2,282,446

Table 13: CRRSAA apportionment for the Governor's Apportionment of 5307 funds.

The Pittsfield and New Bedford small urbanized areas were not allocated funds through the CRRSAA apportionments, as their CARES Act award met the 75% threshold defined by the CRRSAA legislation.

Agency	% of Total	Total Amount
RTA Share	75.00%	\$5,446,421
Intercity Bus Share	15.00%	\$1,089,284
Admin (MassDOT)	10.00%	\$726,189
	100.00%	\$7,261,894

Table 14: CRRSAA apportionment for rural areas through the 5311 program.

Though not required, MassDOT chose to allocate 15% of the total 5311 CRRSAA apportionment to the Intercity Bus Program. FTA indicated that the intercity bus provision, where fifteen percent of the total apportionment of 5311 funding is to be used for the development and support of intercity bus providers, is not required but is still considered an eligible cost should the state wish to pursue it. MassDOT decided

that reserving this pot of funds for the intercity bus providers in Massachusetts was critical to assist in preserving the industry, which has also been greatly impacted by the COVID-19 pandemic.

In a similar manner to the Boston UZA, MassDOT also chose to allocate the RTA share by first comparing each rural agency's 2018 operating costs against the agency's CARES Act award to identify which agencies did not meet the 125% funding threshold. The funds were first allocated to allow these agencies to meet that threshold. All remaining available funds were distributed using the historical allocation percentages.

ARP Program Specific Apportionments

Agency	% of Total	Total Amount
5307/5340		
MBTA	88.14%	\$859,660,458
BAT (Brockton)	1.91%	\$8,993,460
MVRTA (Lawrence-Haverhill)	3.562%	\$5,825,882
LRTA (Lowell)	2.36%	\$4,263,094
GATRA (Taunton)	0.49%	\$80,634
NH DOT	1.70%	\$20,184,482
RIPTA	0.0067%	\$0
CATA (Gloucester-Rockport)	0.3345%	\$1,448,954
MWRTA (Metro West)	1.42%	\$6,162,337
MART (Montachusett)	0.08%	\$447,719
	100.00%	\$907,067,020

Table 15: ARP apportionment for the Boston UZA (5037/5340 and 5337 funds).

The members of the Boston UZA elected to allocate the available ARP funds differently than the CARES Act funds, but in a similar manner to the CRRSAA funds. First, each agency's 2018 operating costs were compared against the agency's CARES Act and CRRSAA awards to identify which agencies did not meet the 132% funding threshold. The funds were first allocated to allow these agencies to meet that threshold. All remaining available funds were distributed using the historical allocation percentages.

Agency	% of Total	Total Amount
MART-Leominster-Fitchburg Share	93.59%	\$9,151,161
SRTA-New Bedford Share	2.63%	\$257,082
BRTA-Pittsfield Share	3.78%	\$369,240
	100.00%	\$9,777,483

Table 16: ARP apportionment for the Governor's Apportionment of 5307 funds.

Agency	% of Total	Total Amount
RTA Share	62.29%	\$2,385,794
Intercity Bus Share	27.15%	\$1,040,126
RTAP	2.25%	\$86,355
Admin (MassDOT)	8.30%	\$318,106
	100.00%	\$3,830,381

Table 17: ARP apportionment for rural areas through the 5311 program.

Though not required by the ARPA legislation, MassDOT chose to allocate 15% of the total 5311 ARPA apportionment to the Intercity Bus Program, in addition to the separate appropriation of funds to the Intercity Bus Program. Again, FTA indicated that the intercity bus provision, where fifteen percent of the total apportionment of 5311 funding is to be used for the development and support of intercity bus providers, is not required but is still considered an eligible cost despite the additional appropriation. MassDOT again decided that reserving these funds for the intercity bus providers in Massachusetts was still critical to assist the industry, which had continued to suffer reduced ridership and revenue from the COVID-19 pandemic.

In a similar manner to the Boston UZA, MassDOT also chose to allocate the RTA share by first comparing each rural agency's 2018 operating costs against the agency's CARES Act and CRRSAA award to identify which agencies did not meet the 150%, 140-150% or <140% funding thresholds. The funds were first allocated to allow these agencies to meet these thresholds. All remaining available funds were distributed using the historical allocation percentages.

Summary of Available FFY21 Funding for MA RTAs

Agency	5307 CRRSAA Appt.	5311 CRRSAA Appt.	5307 ARPA Appt.	5311 ARPA Appt.	5307 FFY21 Appt.	5311 FFY21 Appt.	TOTAL FFY21 FEDERAL FUNDS AVAILABLE
BAT	\$2,741,027	-	\$8,993,460	-	\$3,185,582	-	\$14,920,069
BRTA	-	\$101,848	\$369,240	\$376,988	\$2,020,868	\$306,681	\$3,175,625
CATA	\$310,952	-	\$1,448,955	-	\$559,013	-	\$2,318,920
CCRTA	\$24,943,333	-	\$89,300,284	-	\$10,814,157	-	\$125,057,774
FRTA	-	\$425,426	-	\$406,643	-	\$1,281,030	\$2,113,099
GATRA	\$2,271,453	-	\$11,372,021	-	\$4,264,362	-	\$17,907,836
LRTA	\$198,484	-	\$4,315,711	-	\$3,995,774	0	\$8,509,969
VTA	-	\$3,998,487	-	\$1,140,485	-	\$987,128	\$6,126,100
MVRTA	\$299,747	-	\$5,825,882	-	\$5,954,877	-	\$12,080,506
MART	\$2,346,526	-	\$9,627,115	-	\$3,652,116	-	\$15,625,757
MWRTA	\$1,337,046	-	\$6,162,336	-	\$2,372,347	-	\$9,871,729
NRTA	-	\$920,660	-	\$461,678	-	\$619,750	\$2,002,088
PVTA	-	-	\$16,266,272	-	\$13,609,380	-	\$29,875,652
SRTA	-	-	\$1,896,403	-	\$7,473,711	-	\$9,370,114
WRTA	-	-	\$5,992,829	-	\$10,540,718	-	\$16,533,547
	\$34,448,568	\$5,446,421	\$161,570,508	\$2,385,794	\$68,442,905	\$3,194,589	\$275,488,785

Table 18: All available federal funding apportionments (appt.) in FFY2021 for MA RTAs, including total CRRSAA and ARP funding and total FFY2021 funding.

Summary of All Available COVID-19 Relief Funds for MA RTAs

Agency	Total CARES Act Appt.	Total CRRSAA Appt.	Total ARP Appt.	TOTAL COVID RELIEF FUNDS AVAILABLE
BAT	\$9,048,637	\$2,741,027	\$8,993,460	\$20,783,124
BRTA	\$6,587,163	\$101,848	\$746,228	\$7,435,239
CATA	\$1,587,875	\$310,952	\$1,448,955	\$3,347,782
CCRTA	\$29,857,859	\$24,943,333	\$89,300,284	\$144,101,476
FRTA	\$3,795,380	\$425,426	\$406,643	\$4,627,449
GATRA	\$15,634,793	\$2,271,453	\$11,372,021	\$29,278,267
LRTA	\$11,556,540	\$198,484	\$4,315,711	\$16,070,735
VTA	\$2,924,620	\$3,998,487	\$1,140,485	\$8,063,592
MVRTA	\$16,914,813	\$299,747	\$5,825,882	\$23,040,442
MART	\$10,318,871	\$2,346,526	\$9,627,115	\$22,292,512
MWRTA	\$6,738,647	\$1,337,046	\$6,162,336	\$14,238,029
NRTA	\$1,836,169	\$920,660	\$461,678	\$3,218,507
PVTA	\$36,615,416	-	\$16,266,272	\$52,881,688
SRTA	\$21,043,483	-	\$1,896,403	\$22,939,886
WRTA	\$37,504,146	-	\$5,992,829	\$43,496,975
	\$211,964,412	\$39,894,989	\$163,956,302	\$415,815,703

Table 19: All available federal relief funding apportionments (appt.) for MA RTAs.