Tracker 2022

MassDOT's Annual Performance Report

Secretary and CEO | Jamey Tesler

OPMI | FY 2022 Tracker

Prepared by the Office of Performance Management and Innovation

December 2022

A Letter from the Secretary

I am pleased to file the enclosed information to comply with Chapter 25 of the Acts of 2009, which requires that the Massachusetts Department of Transportation (MassDOT) submit a yearly Performance Management Report to the General Court's House and Senate Ways and Means Committees and the Joint Committee on Transportation.

Tracker, MassDOT's Annual Performance Management Report, summarizes MassDOT's activities for Fiscal Year 2022 (July 2021 through June 2022). Organized by division (Aeronautics, Highway, Rail and Transit, and Registry of Motor Vehicles) and inclusive of the MBTA, the report shows MassDOT's progress in reaching its performance goals.

This year's Tracker kicked off with MassDOT and the MBTA's bi-annual target setting exercise; a much-needed effort to assess all our performance measures and targets as we continue to manage the long-term impacts of the pandemic.

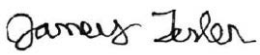
As MassDOT continues support recovery of the transportation network, our priority areas remain the same, focused first on safety, and with an emphasis in our daily operations and larger scale planning on creating a transportation system which is also focused on reliability, accessibility, sustainability and resiliency, and equity.

MassDOT and the MBTA had some success in the areas of climate and resiliency this year. In FY22 13,020 charging sessions occurred at MassDOT-owned electric vehicle charging stations (a significant increase over the 2,802 sessions during the previous fiscal year), saving approximately 96.2 metric tons of CO2 emissions and avoiding 17,300 gallons of gasoline. While MBTA ridership increased in FY22, the MBTA's total GHG emissions in kilograms of carbon dioxide equivalent decreased from 287 million kg CO2e in FY21 to 216 million kg CO2e in FY22.

In FY22, with a concerted outreach effort by the Registry of Motor Vehicles, overdue Vehicle Inspections reduced from 19% in FY20 to just 13%, helping to improve the safety and emissions of the vehicles on our roadways.

While we celebrate our successes highlighted in this report, MassDOT remains focused on areas where performance has lagged or fallen. We look forward to continuing to serve the Commonwealth and make progress toward goals that improve transportation for all who travel in the state, whether they choose to walk, bicycle, drive, or use public transit.

Respectfully Submitted,



Jamey Tesler
MassDOT Secretary & CEO

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Introduction

Tracker is the annual report card of the Massachusetts Department of Transportation (MassDOT) to our stakeholders, including state and local elected officials, DOT administrators, and all who use and rely on our network. It is a review of our progress, designed to track and clarify where we are succeeding in meeting our goals – and where we are falling short. This report responds to Chapter 25 of the Acts of 2009 requiring that "a report of the project information system and performance measurements shall be published annually and made available to the public" by providing a high-level summary – expressed in performance measures – of the work that MassDOT employees are managing day in and day out.

In addition to communicating our work to external audiences, ***Tracker*** is an important exercise and tool for MassDOT employees as well. The identification of representative measures and selection of appropriate targets help each operating division isolate key activities and data that are crucial to tracking progress. The report helps the executive leadership team make strategic decisions, helps management-level staff to best allocate personnel resources on a daily basis, and helps front-line employees view the impact of their work on our transportation system and on the experience of our customers. Where appropriate, the content presented in ***Tracker*** aligns with federal performance reporting requirements as described in Moving Ahead for Progress in the 21st Century (MAP-21), the federal transportation legislation enacted in 2012, and Fixing America's Surface Transportation (FAST) Act, which supports the performance management aspects of MAP-21.

This edition of ***Tracker*** provides an overview of performance across MassDOT for Fiscal Year 2022 (July 2021 through June 2022); instances where the time-period is different are noted. Tracker is organized according to MassDOT's five operational divisions (Highway, Aeronautics, the Registry of Motor Vehicles, Rail and Transit, and the MBTA), and the activities of each division are discussed in the context of the five performance goals described on the following page.

You also can view the site here: *massdottracker.com*

MassDOT Performance Goals

The purpose of these goals is to articulate the critical drivers for the agency's programs and processes and to provide a framework for the interrelated activities that occur across the operational divisions.

These performance goals, together, inform the work that MassDOT and MBTA employees conduct each day and provide a framework for prioritizing resources. Each operational division's performance measures have been organized by the performance goal categories.

Customer Experience

Provide reliable and accessible services to MassDOT and MBTA customers and ensure the customers are satisfied with the services provided.

Safety

Provide reliable transit options and support a multi-modal transportation network that is safe for all of our workers and all of our users.

System Condition

Ensure that the transportation system is well maintained and follows best practices for maintaining, preserving, and modernizing assets.

Budget and Capital Performance

Maximize capital investment by delivering programs and projects that produce the greatest benefits to the Commonwealth, its residents, and its visitors.

Healthy and Sustainable Transportation

Invest in and support a transportation system that promotes and protects the health of all users and the natural environment.

Division Performance

Each year, MassDOT strives to improve performance in each transportation division, and also improve how performance is tracked and measured. In 2016, MassDOT conducted a target-setting process to establish two-year (FY18) and four-year (FY20) targets for the measures included in the original installment of Tracker; each of these measures has an aspirational long-term target. These time horizons were adopted to maintain consistency with the MAP-21 target-setting time frame. Every two years, the targets are revisited and adjusted if needed, based on availability of new data and insights on unfolding trends in performance across metrics.

For Fiscal Year 2022 (FY22), MassDOT undertook another target-setting process across all the divisions to revise performance measures and establish new short-term targets for FY24 and long-term targets for FY26. Highlights for the performance of each division in FY22 are included below. Also included in the report are scorecards for each division that include all performance measures for FY22. Performance targets are included in the right-hand columns of the scorecards, though some measures are included for context only. Please note that while most measures are captured on the Fiscal Year, some are captured on a Calendar Year (CY) or Federal Fiscal Year (FFY) time periods; these time periods are noted on the scorecards.

Highway Division

In FY22, the Highway Division saw steady or improved outcomes for most of its performance measures. Despite the year-to-year fluctuations for some measures, the longer-term trends depicted by the five-year rolling averages show improving highway travel conditions. There is some evidence that COVID-19's dampening effects on highway travel have attenuated. For example, VMT per capita increased this year, moving closer to the rate reported in 2019.

As the "new normal" for highway travel in the continues to take shape, the Commonwealth is acting to preserve and encourage increased biking and walking mode share, telework and hybrid work options, and encourage more transit usage. Federal, State, and Municipal policies and investments, along with transportation incentives from employers and educational programs (like Safe Routes to School) can help us change the mode share landscape in Massachusetts for the better. These investments will help the Commonwealth achieve the Global Warming Solutions Act emission goals. This fiscal year saw significant progress

in measures related to renewable energy. For example, the Highway Division reported an enormous increase in usage of the Commonwealth's electric vehicle charging stations compared to the previous year.

Throughout FY22, the Highway Division focused on implementing the new Statewide Bicycle and Pedestrian Transportation Plans (which were both updated in 2021), investments through the pandemic Shared Streets program, and other asset management and construction projects. MassDOT continues to make progress on its pavement condition performance measures, with bridge condition measures remaining steady.

For more information, please visit https://www.massdottracker.com/wp?cat=41.

Registry of Motor Vehicles (RMV)

Through unprecedented challenges presented by the pandemic, the RMV adapted to safely serve residents of the Commonwealth and provide continuity of service. While the pandemic changed many things for the RMV, there were some improvements in performance in FY22 over FY21 and the addition of new performance measures to track progress.
The RMV has moved to an appointment-based reservation system with an average customer wait time of 11 days for a Service Center appointment. Since the pandemic began, more customers chose an online option for license and registration transactions, with 68% of license transactions and 85 % of registrations transactions conducted outside of a Service Center (online, phone, AAA, EVR, and mail transactions). License transactions conducted online decreased to 51% from 55% in FY21.

In addition to new appointment-based metrics, included in Tracker are additional safety-based and sustainable transportation metrics. Safety metrics include out of state mail processing, which has stayed consistent at 98%, well above the target of 90% of high priority mail being processed within 1 business day. Additionally, the percent of hybrid and electric personal vehicles in the Commonwealth are also included, as reductions in transportation emissions are required to the meet goals of the Global Warming Solutions Act.

The RMV Tracker this year also includes new metrics and expansions on existing metrics. For example, the percentage of Junior Operator License (JOL) and non-JOL Customers Who Passed a Road Test Exam metric was broken up and refined to the percentage of JOL and non-JOL Customers Who Passed a Road Test Exam on the first attempt. These metrics were then enhanced to include a breakout by Class D / Interlock / Competency, CDL and Motorcycle road tests.

For more information please visit https://www.massdottracker.com/wp?cat=42.

Rail & Transit Division

Over the past three years, the Rail and Transit Division worked closely with the Regional Transit Agencies (RTAs) to move towards a performance-based planning approach. The RTAs and MassDOT worked together in FY2018 to develop a report intended to guide the RTAs in developing metrics and aligning goals. From this process, MassDOT entered into a second iteration of a two-year Memoranda of Understanding (MOUs) with the RTAs that set several targets. Asset management and financial performance measures include a one-year target for FY22, while ridership and customer service targets were set for FY23 with a one-year milestone in FY22.

Like all other transit agencies, the RTAs were impacted by the COVID-19 pandemic. Since pandemic-era lows in April 2020, RTA ridership has recovered approximately 79% of pre-pandemic fixed route ridership and 67% of demand response ridership at the close of FY22. Farebox recovery ratios have also seen a rebound, though remain lower than pre-pandemic levels due to local decisions to pursue fare free options for RTA customers. Most RTAs continue to reach their on-time performance goals, though increased congestion has lowered performance from previous pandemic years.

For MassDOT Rail, the targets set for the first time in FY20 for asset conditions build off of the 2019 Asset Management Plan, which evaluated and catalogued rail assets across the state. The division is now tracking the number of asset inspections completed during the fiscal year. In addition, all reported safety measures have also improved (number of derailments, number of hazmat incidents, and number of highway-rail incidents).

For more information please visit https://www.massdottracker.com/wp?cat=54.

Aeronautics Division

In FY22, The Aeronautics Division's performance improved several of its performance metrics compared to FY21 within the areas of safety, budget, capital performance, and system condition. The Division saw increases in the airport safety inspections completed, pavement condition, project completion rates on time and on budget, and closed out FY22 with a 100% disbursement rate for their capital program spending.

Additionally, a new context measure (measures without targets) was added to track the percent of aircraft registered electronically. Future performance targets may be developed for the drone program as the utilization of drones increases.

For more information please visit https://www.massdottracker.com/wp?cat=39.

Massachusetts Bay Transportation Authority (MBTA)

The ongoing COVID-19 pandemic continued to have significant impacts on the MBTA in the FY22, primarily through steep declines in MBTA ridership from pre-pandemic levels and associated revenue losses that will continue to challenge the MBTA in future fiscal years. Passengers took 203 million trips in FY22, a 71% increase from 119 million trips in FY21. By the end of the fiscal year in June 2022, ridership had returned to 63% of pre-pandemic ridership levels for the same month.

The MBTA recovered 19% of operating funds from fare revenues in FY22, a noticeable increase from 10.2% in FY21 but still significantly lower than 33.5% in FY20 and 42.7% in FY19 before the pandemic. To mitigate the lost fare revenue in FY21 and FY22, the MBTA received over $842 million in one-time federal relief funding between the Coronavirus Aid, Relief, and Economic Security (CARES) Act and Coronavirus Response and Relief Supplemental Appropriation Act (CRRSAA) in FY21.

The MBTA spent more than $1.6 billion on capital improvement projects in FY22, $300 million less than the previous year. Implementation of new transit priority projects in FY22 nearly doubled active bus priority miles and increased active transit priority signals; approximately 51% of bus passenger miles in spring 2022 were on trips benefitting from transit priority projects.

For more information please visit https://www.massdottracker.com/wp?cat=40.

Highway Division

2022 Scorecard

The Highway Division plays a key role in coordinating across all levels of roadway design, construction, maintenance, and operation in the Commonwealth. The Highway Division divides the state into six districts in order to manage the 9,599 roadway miles owned by MassDOT, which includes all interstates and limited-access freeways. The Division is responsible for over 5,000 bridges, of which it owns 3,498. Beyond what is owned, MassDOT oversees the design and construction of municipal projects that are federally funded.

2022 Division Scorecard: Highway

Performance Goal	Performance Measure	Current Performance (CY20*)	Previous Performance (CY19)	2022 Target	2024 Target	2026 Target	Long Term Target
Safety	Fatalities in Roadway Work Zones (Five-Year Rolling Average)	4.4	5	0	0	0	0
	Number of Bicycle Fatalities (Five-Year Rolling Average)	8.2	8.6	towards zero			
	Number of Fatalities (Actual)	343	336	towards zero			
	Number of Fatalities (Five-Year Rolling Average)	353.6	354	333	355	331	towards zero
	Number of Motorcycle Fatalities (Five-Year Rolling Average)	52.6	51	towards zero			
	Number of Non-Motorist Serious Injuries and Fatalities (Five-Year Rolling Average)	483.8	508	502	437	408	towards zero
	Number of Pedestrian Fatalities (Five-Year Rolling Average)	71.8	77	towards zero			
	Number of Serious Injuries (Five-Year Rolling Average)	2644.6	2757	2533	2569	2398	towards zero
	Rate of Fatalities per 100 Million VMT (Five-Year Rolling Average)	0.58	0.56	0.55	0.59	0.55	towards zero
	Rate of Serious Injuries per 100 Million VMT (Five-Year Rolling Average)	4.31	4.4	4.16	4.25	3.97	towards zero

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2022 Target	2024 Target	2026 Target	Long Term Target
Budget & Capital Performance	Number of Construction Contracts Completed in Year	111	108	Context Only			
	Number of Contracts in Construction Phase	341	343				
	Number of Contracts Planned for Next Year	83	163				
	Percent of Contracts Completed On or Under Budget	79%	81%	80%	80%	80%	80%
	Percent of Contracts Completed On Time	70%	57%	70%	75%	75%	75%
	Percent of STIP Projects Advertised in Year *(FFY)*	85%	93%	90%	90%	90%	95%
Customer Experience	Average Commute Time (5-Year ACS Estimate) *(CY20)*	30	30.2	Context Only			
	Percent of Statewide Trips Made by Bicycle (For Trips 0.5 - 3 Miles)	-	2%				
	Percent of Statewide Trips Made by Pedestrians (For Trips 0.5 - 1 Mile)	-	72%				

2022 Division Scorecard: Highway

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2022 Target	2024 Target	2026 Target	Long Term Target
Healthy & Sustainable Transportation	CO2 Reduction From Solar Energy Generated (Tons)	2335	2320	Context Only			
	Daily Vehicle Miles Traveled per Capita *(CY21)*	23.6	21.5	24.3	24.3	24.3	24.3
	Fuel-Use Avoided Through Electric Charging Station Use (Gallons)	17,300	5,400	Context Only			
	GHG Avoided Through Electric Charging Station Sessions (Metric Tons)	96.2	30				
	Number of Complete Streets Municipal Construction Awards	214	172				
	Number of Complete Streets Policies Approved	256	246	250	300	315	351
	Number of Electric Charging Station Sessions	13,020	2,802	Context Only			
	Number of Municipalities Registered for Complete Streets	282	276	275	305	325	351
System Condition	Failed or Missing Curb Ramps	3,605	3,975	4,250	3,250	3,000	0
	Pavement Repair Backlog (Lane Miles) *(FFY21)*	2,208	2,107	Context Only			
	Percent of Deck Area in Good Condition (NHS only)	17%	16%	16%	16%	16%	16%
	PSI - Interstate (Percent in Good and Excellent Condition) *(FFY21)*	91%	92%	88%	88%	88%	95%
	PSI - Interstate (Percent in Poor Condition) *(FFY21)*	1%	2%	4%	3%	3%	1%
	PSI - Non-Interstate (Percent in Good and Excellent Condition) *(FFY21)*	70%	71%	62%	70%	70%	75%
	PSI - Non-Interstate (Percent in Poor Condition) *(FFY21)*	10%	10%	12%	10%	10%	5%
	Statewide Bridge Condition (Percent of Poor Bridges)	8%	9%	10%	10%	10%	8%
	Structurally Deficient Deck Area (NHS only)	12%	13%	12%	12%	11%	8%

** Fatality data is on a two year delay, so Tracker 2022 reflects data collected during CY20.*

Registry of Motor Vehicles

2022 Scorecard

The RMV is responsible for administering the motor vehicle laws of the Commonwealth related to the issuance of identification cards, driver's licenses, Real IDs, motor vehicle registrations and titles, as well as the inspection of vehicles and buses.

The RMV plays a critical safety role through the administration of driver's education curriculum, the road test program, and the vehicle safety and compliance program. The RMV also administers policy related to drunk driving and habitual traffic offenses and supports communication with the courts regarding criminal complaints and convictions.

2022 Division Scorecard: Registry of Motor Vehicles

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	FY20 Performance
Customer Experience	Average Number of Days to Get a Hearing	15 days	-	-
	Average Number of Days to Get a Road Test (CDL)	7 days	9 days	-
	Average Number of Days to Get a Road Test (Class D, Competency, Interlock)	39 days	42 days	23 days
	Average Number of Days to Get a Road Test (Motorcycle)	41 days	41 days	25 days
	Average Number of Days to Wait for a Service Center Appointment	11 days	9 days	-
	Contact Center - Email Response (in Days)	1 day		
	Contact Center - Percent of Calls Abandoned	55%	53%	59%
	Contact Center - Wait Time (Average Speed of Answer in Minutes)	28 mins	46 mins	37 mins
	Percent of System Wide License Transactions Conducted Online	51%	57%	15%
	Percent of System Wide License Transactions Conducted Outside of Service Center	68%	72%	38%
	Percent of System Wide Registration Transactions Conducted Online	44%	44%	40%
	Percent of System Wide Registration Transactions Conducted Outside of Service Center	85%	86%	81%
	Total Volume of Road Tests Administered	207,457	198,913	131,385
	Vehicle Title - Percent of Fraud Related Title Issues	0.08%		
Safety	Ignition Interlock Program - Percent of IID Participants with a Violation	8%	7%	10%
	Motorcycle Education for Measure - Percent of Motorcycle Licenses issued with Drivers Education	76%	82%	46%
	MRB Citations - High Priority Average Processing Time (in Days)	1 day	1 day	49 days
	MRB Citations - Remaining Average Processing Time (in Days)	1 day	2 days	4 days
	OOS Mail - High Priority Percent of High Priority OOS Mail Processed within the Next Business Day	98%	99%	17%
	OOS Mail - High Priority Volume of High Priority OOS Mail Processed within the Next Business Day	5,462	4,343	4,755
	OOS Mail - Low Priority Percent of Low Priority OOS Mail Processed within 5 Business Days	100%	99%	59%
	OOS Mail - Low Priority Volume of Low Priority OOS mail Processed within 5 Business Days	43,265	59,785	135,937
	Overdue Vehicle Inspections	13%	17%	19%
	Percent of CDL Suspensions	2.1%	2.5%	4.6%
	Percent of Citations Submitted via eCitation	63%	51%	48%
	Percent of Customers that have a REAL ID	43%	31%	27%
	Percent of Failed Vehicle Inspections Due to Safety	4%	4%	5%
	Percent of JOL Customers Who Passed a Road Test Exam - First Attempt (Class D, Competency, Interlock)	84%	89%	86%
	Percent of JOL Customers Who Passed a Road Test Exam - First Attempt (Motorcycle)	89%	-	-

2022 Division Scorecard: Registry of Motor Vehicles

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	FY20 Performance
Safety	Percent of non-JOL Customers Who Passed a Road Test Exam - First Attempt (CDL)	44%	42%	52%
	Percent of non-JOL Customers Who Passed a Road Test Exam - First Attempt (Class D, Competency, Interlock)	57%	64%	62%
	Percent of non-JOL Customers Who Passed a Road Test Exam - First Attempt (Motorcycle)	86%	88%	94%
	Total DCU Hearings Volume (General, Public Safety, Vehicular Homicide, Interlock)	66,009	134,338	90,703
	Total Volume of License Suspensions	115,922	91,584	145,222
	Violations for JOL Customers - Percentage of Total Violations	2%	2%	2%
	Violations for non-JOL Customers (No Driver Education) - Percentage of Total Violations	69.37%	69.17%	-
Healthy and Sustainable Transportation	Percent of Failed Vehicles Inspections Due to Emissions	4.0%	4.0%	4%
	Percent of Vehicles that are Hybrid/Electric	3.2%	2.9%	2.6%

Rail and Transit Division

2022 Scorecard

The Rail and Transit Division provides oversight and manages funding for all 15 Regional Transit Authorities (RTAs), and manages freight, passenger, and seasonal rail lines across the state. MassDOT owns 14 rail lines (totaling to 285 miles of track) and 165 bridges, and works cooperatively with Amtrak and private railroad companies to provide intercity passenger and freight rail service to residents and businesses.

2022 Division Scorecard: Rail & Transit - Brockton Area Transit Authority (BAT)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	6	4	10
	Injuries (Paratransit)	0	1	4
	Injuries per 100K UPT (Fixed Route Bus)	0.7	0.3	0.4
	Injuries per 100K UPT (Paratransit)	0	1.6	2.3
	Injury Rate per Million VRM (Fixed Route Bus)	8.0	3.5	7.6
	Injury Rate per Million VRM (Paratransit)	0	2.7	5.9
	Safety Event Rate per Million VRM (Fixed Route Bus)	2.7	6.2	4.6
	Safety Event Rate per Million VRM (Paratransit)	0	2.7	5.9
	Total Safety Events (Fixed Route Bus)	3	7	6
	Total Safety Events (Paratransit)	0	1	4

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	13.0%	10.0%	23.0%
	Farebox Recovery Ratio (Paratransit)	24.0%	19.0%	29.0%
	Operating Expense per VRH (Fixed Route Bus)	$131.40	$124.81	Context Only
	Operating Expense per VRH (Paratransit)	$68.98	$70.22	Context Only
	Operating Expense per VRM (Fixed Route Bus)	$10.11	$9.55	$9.04
	Operating Expense per VRM (Paratransit)	$7.65	$9.17	$6.76
Customer Experience	On-Time Performance (Fixed Route Bus)	100.0%	99.8%	98.0%
	On-Time Performance (Paratransit)	90.0%	94.2%	89.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	1,372,594	1,146,570	2,466,511
	Annual Ridership (Paratransit)	101,025	61,793	168,783
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	16%	16%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	15.79	13.2	22.7
	Unlinked Passenger Trips per VRH (Paratransit)	1.98	1.3	2.5
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.21	1.0	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.22	0.2	Context Only

2022 Division Scorecard: Rail & Transit - Brockton Area Transit Authority (BAT)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	50.0%	33.0%	35.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	38.0%	38.0%	40.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	2.0%	7.0%	16.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	25.0%	25.0%	30.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	11.0%	16.0%	20.0%

2022 Division Scorecard: Rail & Transit - Berkshire Regional Transit Authority (BRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	1	1	4
	Injuries (Paratransit)	1	1	0
	Injuries per 100K UPT (Fixed Route Bus)	0.3	0.3	0.7
	Injuries per 100K UPT (Paratransit)	5.1	6.7	0
	Injury Rate per Million VRM (Fixed Route Bus)	1.2	1.1	4.2
	Injury Rate per Million VRM (Paratransit)	5.6	7.2	0
	Safety Event Rate per Million VRM (Fixed Route Bus)	2.4	1.1	3.2
	Safety Event Rate per Million VRM (Paratransit)	5.6	14.4	0
	Total Safety Events (Fixed Route Bus)	1	1	3
	Total Safety Events (Paratransit)	0	2	0

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.0%	10.0%	12.0%
	Farebox Recovery Ratio (Paratransit)	9.0%	18.0%	10.0%
	Operating Expense per VRH (Fixed Route Bus)	$125.38	$105.34	$96.83
	Operating Expense per VRH (Paratransit)	$46.89	$44.79	$49.89
	Operating Expense per VRM (Fixed Route Bus)	$6.95	$6.02	$5.68
	Operating Expense per VRM (Paratransit)	$3.93	$4.70	$3.77
Customer Experience	On-Time Performance (Fixed Route Bus)	81.0%	86.0%	91.0%
	On-Time Performance (Paratransit)	97.0%	96.7%	96.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	391,921	1,146,570	532,838
	Annual Ridership (Paratransit)	19,420	61,793	28,343
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	48%	45%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	8.5	6.3	9.0
	Unlinked Passenger Trips per VRH (Paratransit)	1.3	1.0	1.3
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.5	0.4	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

2022 Division Scorecard: Rail & Transit - Berkshire Regional Transit Authority (BRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100.0%	100.0%	0.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	100.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	27.0%	11.0%	11.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	19.0%	19.0%	19.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	0.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Cape Ann Transportation Authority (CATA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	0	1
	Injuries (Paratransit)	0	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0	0	0.5
	Injuries per 100K UPT (Paratransit)	0	0	3.6
	Injury Rate per Million VRM (Fixed Route Bus)	0	0	4.8
	Injury Rate per Million VRM (Paratransit)	0	0	8.2
	Safety Event Rate per Million VRM (Fixed Route Bus)	0	0	4.8
	Safety Event Rate per Million VRM (Paratransit)	0	0	8.2
	Total Safety Events (Fixed Route Bus)	0	0	1
	Total Safety Events (Paratransit)	0	0	1

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	3.0%	2.0%	9.0%
	Farebox Recovery Ratio (Paratransit)	5.0%	3.0%	3.0%
	Operating Expense per VRH (Fixed Route Bus)	$109.28	$81.61	$127.07
	Operating Expense per VRH (Paratransit)	$74.75	$83.08	$91.49
	Operating Expense per VRM (Fixed Route Bus)	$8.11	-	Context Only
	Operating Expense per VRM (Paratransit)	$5.24	-	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	100.0%	0.0%	98.0%
	On-Time Performance (Paratransit)	100.0%	0.0%	89.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	181,151	139,883	204,609
	Annual Ridership (Paratransit)	36,402	19,062	30,889
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	0%	0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	6.1	4.4	14.1
	Unlinked Passenger Trips per VRH (Paratransit)	2.7	2.0	3.1
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.5	-	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	-	Context Only
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0.0%	100.0%	100.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	48.0%	43.0%	40.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	31.0%	25.0%	0.0%

2022 Division Scorecard: Rail & Transit - Cape Cod Regional Transit Authority (CCRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	1	0	-
	Injuries (Paratransit)	0	0	-
	Injuries per 100K UPT (Fixed Route Bus)	0.22	0	0.2
	Injuries per 100K UPT (Paratransit)	0	0	0.3
	Injury Rate per Million VRM (Fixed Route Bus)	0.59	0	-
	Injury Rate per Million VRM (Paratransit)	0	0	-
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.59	0	-
	Safety Event Rate per Million VRM (Paratransit)	0	0	-
	Total Safety Events (Fixed Route Bus)	1	0	-
	Total Safety Events (Paratransit)	0	0	-

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	6.0%	2.0%	17.0%
	Farebox Recovery Ratio (Paratransit)	6.0%	3.0%	22.0%
	Operating Expense per VRH (Fixed Route Bus)	$84.45	$81.61	$63.84
	Operating Expense per VRH (Paratransit)	$75.55	$83.08	$25.13
	Operating Expense per VRM (Fixed Route Bus)	$4.44	-	Context Only
	Operating Expense per VRM (Paratransit)	$6.02	-	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	90.0%	86.5%	68.0%
	On-Time Performance (Paratransit)	93.0%	96.4%	94.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	449,598	139,883	626,427
	Annual Ridership (Paratransit)	154,109	19,062	457,105
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	0%	0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	5.1	4.4	6.2
	Unlinked Passenger Trips per VRH (Paratransit)	1.7	2.0	2.1
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.3	-	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	-	Context Only

2022 Division Scorecard: Rail & Transit - Cape Cod Regional Transit Authority (CCRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0.0%	0.0%	10.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	5.0%	10.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	10.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Franklin Regional Transit Authority (FRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	0.0%	6.0%
	Farebox Recovery Ratio (Paratransit)	4.0%	6.0%	15.0%
	Operating Expense per VRH (Fixed Route Bus)	$112.73	$167.82	$133.63
	Operating Expense per VRH (Paratransit)	$87.51	$150.51	$62.66
	Operating Expense per VRM (Fixed Route Bus)	$5.01	$6.09	Context Only
	Operating Expense per VRM (Paratransit)	$6.35	$12.15	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	0.0%	0.0%	Context Only
	On-Time Performance (Paratransit)	89.0%	89.8%	80.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	75.0%	54.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	56,774	34,553	131,140
	Annual Ridership (Paratransit)	24,356	13,686	28,507
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	7%	7%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	4.1	3.7	8.8
	Unlinked Passenger Trips per VRH (Paratransit)	1.6	1.5	1.7
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.2	0.1	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	Context Only
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100.0%	-	33.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0.0%	-	20.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	50.0%	-	50.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	-	-	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	47.0%	0.0%	10.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	0.0%	14.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	0.0%	42.0%	10.0%

2022 Division Scorecard: Rail & Transit - Greater Attleboro-Taunton Regional Transit Authority (GATRA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	1	0	3
	Injuries (Paratransit)	2	4	2
	Injuries per 100K UPT (Fixed Route Bus)	0.3	0	0.4
	Injuries per 100K UPT (Paratransit)	0.9	3	0.6
	Injury Rate per Million VRM (Fixed Route Bus)	0.9	0	1.8
	Injury Rate per Million VRM (Paratransit)	1.3	4.1	1.3
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.9	0	1.8
	Safety Event Rate per Million VRM (Paratransit)	0.7	6.1	1.3
	Total Safety Events (Fixed Route Bus)	1	0	3
	Total Safety Events (Paratransit)	1	6	2

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	6.0%	11.0%	10.0%
	Farebox Recovery Ratio (Paratransit)	4.0%	7.0%	7.0%
	Operating Expense per VRH (Fixed Route Bus)	$110.75	$92.74	$81.00
	Operating Expense per VRH (Paratransit)	$75.17	$78.93	$59.30
	Operating Expense per VRM (Fixed Route Bus)	$5.97	$4.91	Context Only
	Operating Expense per VRM (Paratransit)	$5.93	$6.77	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	0.0%	90.4%	96.0%
	On-Time Performance (Paratransit)	98.0%	96.6%	94.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.0%	87.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	385,009	315,145	788,950
	Annual Ridership (Paratransit)	215,364	132,534	342,000
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	21%	5%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	6.4	4.9	7.0
	Unlinked Passenger Trips per VRH (Paratransit)	1.8	1.6	3.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.3	0.3	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.3

2022 Division Scorecard: Rail & Transit - Greater Attleboro-Taunton Regional Transit Authority (GATRA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	33.0%	0.0%	0.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	29.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	3.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	13.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Lowell Regional Transit Authority (LRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	4	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	2	5	2
	Injuries (Paratransit)	0	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0.3	0.9	0.1
	Injuries per 100K UPT (Paratransit)	0	0	1.8
	Injury Rate per Million VRM (Fixed Route Bus)	1.8	0	1.5
	Injury Rate per Million VRM (Paratransit)	0	0	2.4
	Safety Event Rate per Million VRM (Fixed Route Bus)	3.6	0	1.5
	Safety Event Rate per Million VRM (Paratransit)	2.3	0	2.4
	Total Safety Events (Fixed Route Bus)	4	10	2
	Total Safety Events (Paratransit)	1	0	1

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.0%	-	Context Only
	Farebox Recovery Ratio (Paratransit)	4.0%	-	Context Only
	Operating Expense per VRH (Fixed Route Bus)	$110.98	$0.00	Context Only
	Operating Expense per VRH (Paratransit)	$66.98	$0.00	Context Only
	Operating Expense per VRM (Fixed Route Bus)	$7.57	-	Context Only
	Operating Expense per VRM (Paratransit)	$5.03	-	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	88.0%	88.3%	85.0%
	On-Time Performance (Paratransit)	95.0%	96.0%	90.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	703,350	538,834	1,500,799
	Annual Ridership (Paratransit)	72,507	50,746	111,722
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	6%	10%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	9.3	6.5	15.9
	Unlinked Passenger Trips per VRH (Paratransit)	2.2	1.9	2.3
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.6	-	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	-	Context Only

2022 Division Scorecard: Rail & Transit - Lowell Regional Transit Authority (LRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	33.0%	33.0%	33.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	13.0%	75.0%	67.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	5.0%	5.0%	10.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	40.0%	40.0%	35.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	0.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Montachusett Regional Transit Authority (MART)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	1	0	5
	Injuries (Paratransit)	0	0	5
	Injuries per 100K UPT (Fixed Route Bus)	0.3	0	1
	Injuries per 100K UPT (Paratransit)	0	0	1
	Injury Rate per Million VRM (Fixed Route Bus)	1.2	0	7.5
	Injury Rate per Million VRM (Paratransit)	0	0	2
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.2	0	7.5
	Safety Event Rate per Million VRM (Paratransit)	0	0	2
	Total Safety Events (Fixed Route Bus)	1	0	5
	Total Safety Events (Paratransit)	0	0	5

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	7.0%	7.0%	13.0%
	Farebox Recovery Ratio (Paratransit)	20.0%	18.0%	36.0%
	Operating Expense per VRH (Fixed Route Bus)	$133.10	$141.28	$128.20
	Operating Expense per VRH (Paratransit)	$102.67	$98.84	$64.02
	Operating Expense per VRM (Fixed Route Bus)	$8.44	$8.99	$8.55
	Operating Expense per VRM (Paratransit)	$6.55	$6.38	$4.21
Customer Experience	On-Time Performance (Fixed Route Bus)	0.0%	-	Context Only
	On-Time Performance (Paratransit)	99.0%	99.4%	97.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	297,794	245,422	564,225
	Annual Ridership (Paratransit)	227,029	157,150	412,437
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	5%	8%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	5.7	5.3	12.4
	Unlinked Passenger Trips per VRH (Paratransit)	2.3	1.8	2.5
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.4	0.3	0.8
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.2

2022 Division Scorecard: Rail & Transit - Montachusett Regional Transit Authority (MART)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	-	100.0%	0.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	18.0%	7.0%	12.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	5.0%	23.0%	15.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	18.0%	21.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	0.0%	0.0%	22.0%

2022 Division Scorecard: Rail & Transit - Merrimack Valley Regional Transit Authority (MVRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	0	30
	Injuries (Paratransit)	0	0	30
	Injuries per 100K UPT (Fixed Route Bus)	0	0	0.3
	Injuries per 100K UPT (Paratransit)	0	0	1.4
	Injury Rate per Million VRM (Fixed Route Bus)	0	0	2
	Injury Rate per Million VRM (Paratransit)	0	0	2
	Safety Event Rate per Million VRM (Fixed Route Bus)	0	0	2.1
	Safety Event Rate per Million VRM (Paratransit)	0	0	2.1
	Total Safety Events (Fixed Route Bus)	0	0	31
	Total Safety Events (Paratransit)	0	0	31

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	3.0%	4.0%	10.0%
	Farebox Recovery Ratio (Paratransit)	4.0%	5.0%	8.0%
	Operating Expense per VRH (Fixed Route Bus)	$112.06	$98.83	$100.37
	Operating Expense per VRH (Paratransit)	$58.28	$53.74	$54.32
	Operating Expense per VRM (Fixed Route Bus)	$10.12	$9.03	Context Only
	Operating Expense per VRM (Paratransit)	$3.40	$3.44	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	79.0%	82.6%	72.0%
	On-Time Performance (Paratransit)	98.0%	97.5%	98.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	1,198,037	994,873	1,969,367
	Annual Ridership (Paratransit)	62,767	43,821	88,763
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	17%	17%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	9.3	7.5	15.6
	Unlinked Passenger Trips per VRH (Paratransit)	1.6	1.4	1.7
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.8	0.7	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	Context Only

2022 Division Scorecard: Rail & Transit - Merrimack Valley Regional Transit Authority (MVRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100.0%	100.0%	0.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BR - Over-the-Road Bus)	0.0%	33.0%	25.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	5.0%	2.0%	16.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	4.0%	70.0%

2022 Division Scorecard: Rail & Transit - MetroWest Regional Transit Authority (MWRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	0	12
	Injuries (Paratransit)	0	0	8
	Injuries per 100K UPT (Fixed Route Bus)	0	0	-
	Injuries per 100K UPT (Paratransit)	0	0	-
	Injury Rate per Million VRM (Fixed Route Bus)	0	0	1
	Injury Rate per Million VRM (Paratransit)	0	0	1
	Safety Event Rate per Million VRM (Fixed Route Bus)	2.02	0	2
	Safety Event Rate per Million VRM (Paratransit)	0	0	2
	Total Safety Events (Fixed Route Bus)	2	0	24
	Total Safety Events (Paratransit)	0	0	16

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	0.0%	11.0%
	Farebox Recovery Ratio (Paratransit)	0.0%	0.0%	5.0%
	Operating Expense per VRH (Fixed Route Bus)	$77.49	$85.07	Context Only
	Operating Expense per VRH (Paratransit)	$88.25	$100.62	Context Only
	Operating Expense per VRM (Fixed Route Bus)	$5.52	-	Context Only
	Operating Expense per VRM (Paratransit)	$6.92	-	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	98.0%	99.0%	97.0%
	On-Time Performance (Paratransit)	97.0%	99.6%	97.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.0%	99.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	209,304	191,412	570,000
	Annual Ridership (Paratransit)	116,387	64,199	212,228
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	0%	68%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	3.0	2.7	7.0
	Unlinked Passenger Trips per VRH (Paratransit)	1.9	1.8	2.7
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.2	-	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	-	Context Only

2022 Division Scorecard: Rail & Transit - MetroWest Regional Transit Authority (MWRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	-	0.0%	100.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	42.0%	50.0%	50.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (AO - Automobile)	-	100.0%	100.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	21.0%	13.0%	25.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	0.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Nantucket Regional Transit Authority (NRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	21.0%	16.0%	28.0%
	Farebox Recovery Ratio (Paratransit)	0.0%	1.0%	0.0%
	Operating Expense per VRH (Fixed Route Bus)	$92.02	$37.26	$85.00
	Operating Expense per VRH (Paratransit)	$288.31	$242.39	$81.00
	Operating Expense per VRM (Fixed Route Bus)	$7.52	$9.04	$9.00
	Operating Expense per VRM (Paratransit)	$38.60	$27.58	$9.05
Customer Experience	On-Time Performance (Fixed Route Bus)	97.0%	97.7%	100.0%
	On-Time Performance (Paratransit)	100.0%	98.7%	96.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	226,924	142,783	330,000
	Annual Ridership (Paratransit)	1,254	700	7,500
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	20%	10%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	7.92	2.3	16.0
	Unlinked Passenger Trips per VRH (Paratransit)	1.48	1.2	3.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.72	0.5	1.4
	Unlinked Passenger Trips per VRM (Paratransit)	0.16	0.1	0.4
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	-	25.0%	0.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	68.0%	0.0%	68.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	50.0%	50.0%	50.0%

2022 Division Scorecard: Rail & Transit - Pioneer Valley Transit Authority (PVTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	-
	Fatalities (Paratransit)	0	0	-
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	-
	Fatality Rate per Million VRM (Paratransit)	0	0	-
	Injuries (Fixed Route Bus)	0	12	-
	Injuries (Paratransit)	0	10	-
	Injuries per 100K UPT (Fixed Route Bus)	0	0.3	-
	Injuries per 100K UPT (Paratransit)	0	9.1	-
	Injury Rate per Million VRM (Fixed Route Bus)	0	2.7	-
	Injury Rate per Million VRM (Paratransit)	0	8	-
	Safety Event Rate per Million VRM (Fixed Route Bus)	0	5.2	-
	Safety Event Rate per Million VRM (Paratransit)	0	16	-
	Total Safety Events (Fixed Route Bus)	0	23	-
	Total Safety Events (Paratransit)	0	20	-

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	10.0%	8.0%	20.0%
	Farebox Recovery Ratio (Paratransit)	7.0%	4.0%	8.0%
	Operating Expense per VRH (Fixed Route Bus)	$116.51	$109.57	$94.87
	Operating Expense per VRH (Paratransit)	$63.34	$75.19	$48.65
	Operating Expense per VRM (Fixed Route Bus)	$8.51	$8.21	$7.36
	Operating Expense per VRM (Paratransit)	$4.28	$5.63	$3.27
Customer Experience	On-Time Performance (Fixed Route Bus)	75.0%	81.4%	85.0%
	On-Time Performance (Paratransit)	95.0%	97.4%	90.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	6,079,372	3,885,177	10,706,000
	Annual Ridership (Paratransit)	150,074	109,449	258,397
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	14%	13%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	17.65	11.7	28.3
	Unlinked Passenger Trips per VRH (Paratransit)	1.36	1.2	1.4
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.28	0.9	2.2
	Unlinked Passenger Trips per VRM (Paratransit)	0.09	0.1	0.1

2022 Division Scorecard: Rail & Transit - Pioneer Valley Transit Authority (PVTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100.0%	83.0%	60.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	80.0%	33.0%	35.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (AB - Articulated Bus)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	32.0%	33.0%	35.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	39.0%	38.0%	0.0%

2022 Division Scorecard: Rail & Transit - Southeastern Regional Transit Authority (SRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	1	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0.6	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	3	8
	Injuries (Paratransit)	0	1	1
	Injuries per 100K UPT (Fixed Route Bus)	0	0.2	0.3
	Injuries per 100K UPT (Paratransit)	0	1.4	1.4
	Injury Rate per Million VRM (Fixed Route Bus)	0	0	5.2
	Injury Rate per Million VRM (Paratransit)	0	0	1.9
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.2	0	5.2
	Safety Event Rate per Million VRM (Paratransit)	0	0	1.9
	Total Safety Events (Fixed Route Bus)	2	6	8
	Total Safety Events (Paratransit)	0	2	1

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.0%	2.0%	15.0%
	Farebox Recovery Ratio (Paratransit)	4.0%	1.0%	15.0%
	Operating Expense per VRH (Fixed Route Bus)	$134.66	$138.39	$117.51
	Operating Expense per VRH (Paratransit)	$128.98	$96.87	$117.51
	Operating Expense per VRM (Fixed Route Bus)	$10.22	-	Context Only
	Operating Expense per VRM (Paratransit)	$8.06	-	Context Only
Customer Experience	On-Time Performance (Fixed Route Bus)	84.0%	88.2%	85.0%
	On-Time Performance (Paratransit)	95.0%	89.2%	85.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	2,016,128	1,665,867	2,714,638
	Annual Ridership (Paratransit)	83,014	73,408	83,350
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	0%	3%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	16.0	13.6	21.2
	Unlinked Passenger Trips per VRH (Paratransit)	2.0	2.0	2.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.2	-	Context Only
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	-	Context Only

2022 Division Scorecard: Rail & Transit - Southeastern Regional Transit Authority (SRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	67.0%	67.0%	1.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	59.0%	56.0%	1.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	50.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	47.0%	41.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	36.0%	48.0%	0.0%

2022 Division Scorecard: Rail & Transit - Martha's Vineyard Transit Authority (VTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	30.0%	30.0%	35.0%
	Farebox Recovery Ratio (Paratransit)	21.0%	22.0%	6.0%
	Operating Expense per VRH (Fixed Route Bus)	$87.98	$88.85	$62.12
	Operating Expense per VRH (Paratransit)	$120.02	$142.55	$85.50
	Operating Expense per VRM (Fixed Route Bus)	$5.48	$5.59	$3.98
	Operating Expense per VRM (Paratransit)	$8.38	$10.37	$7.48
Customer Experience	On-Time Performance (Fixed Route Bus)	97.0%	98.4%	96.0%
	On-Time Performance (Paratransit)	91.0%	91.9%	94.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	87.0%	98.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	772,214	557,692	1,360,810
	Annual Ridership (Paratransit)	7,976	4,406	13,300
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	50%	38%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	12.6	11.2	19.5
	Unlinked Passenger Trips per VRH (Paratransit)	1.7	1.3	1.8
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.8	0.7	1.3
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	44.0%	56.0%	36.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	3.0%	0.0%	12.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0.0%	0.0%	17.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	100.0%	100.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	100.0%	0.0%	0.0%

2022 Division Scorecard: Rail & Transit - Worcester Regional Transit Authority (WRTA)

Performance Goal	Performance Measure	Current Performance (CY21)	Previous Performance (CY20)	Short Term Target
Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	3	1	10
	Injuries (Paratransit)	1	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0	0	0.3
	Injuries per 100K UPT (Paratransit)	1.023	0	0.5
	Injury Rate per Million VRM (Fixed Route Bus)	0	0.5	5.1
	Injury Rate per Million VRM (Paratransit)	1.429	0	0.8
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.485	0.5	4.6
	Safety Event Rate per Million VRM (Paratransit)	1.429	0	0.8
	Total Safety Events (Fixed Route Bus)	3	1	9
	Total Safety Events (Paratransit)	1	0	1

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
Budget & Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	0.0%	17.0%
	Farebox Recovery Ratio (Paratransit)	0.0%	0.0%	8.0%
	Operating Expense per VRH (Fixed Route Bus)	$132.68	$131.87	$135.35
	Operating Expense per VRH (Paratransit)	$128.15	$107.05	$77.03
	Operating Expense per VRM (Fixed Route Bus)	$11.21	$11.27	$11.56
	Operating Expense per VRM (Paratransit)	$8.44	$7.36	$5.32
Customer Experience	On-Time Performance (Fixed Route Bus)	80.0%	82.1%	82.0%
	On-Time Performance (Paratransit)	89.0%	0.0%	Context Only
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.0%	100.0%	Context Only
Healthy & Sustainable Transportation	Annual Ridership (Fixed Route Bus)	3,064,750	2,185,761	3,180,000
	Annual Ridership (Paratransit)	97,779	98,333	187,000
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus) *(FY)*	26%	36%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0%	0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	18.0	13.9	19.2
	Unlinked Passenger Trips per VRH (Paratransit)	2.1	1.8	2.3
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.5	1.2	1.7
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.2

2022 Division Scorecard: Rail & Transit - Worcester Regional Transit Authority (WRTA)

Performance Goal	Performance Measure	Current Performance (FFY22)	Previous Performance (FFY21)	Short Term Target
System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	50.0%	50.0%	67.0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	100.0%	75.0%	75.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/Maintenance Facilities)	0.0%	0.0%	0.0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/Parking Facilities)	0.0%	0.0%	0.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	-	38.0%	32.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	38.0%	54.0%	52.0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	100.0%	100.0%	100.0%

2022 Division Scorecard: Rail & Transit - Rail Division

Performance Goal	Performance Measure	FY22 Performance	FY21 Performance	2022 Target	2024 Target	Long Term Target
Budget & Capital Performance	Capital Budget Spent	59%	89%	95%	95%	95%
	Hartford Line Ridership	97,338	29,386	Context Only		
	Vermonter Ridership	25,842	-			
Safety	Number of Derailments - Per 1,000 Track Miles (Five Year Rolling Average)	3.7	4.9	0.0	0.0	0.0
	Number of Highway-Rail Incidents - Per 1,000 Track Miles (Five Year Rolling Average)	4.2	2.9	0.0	0.0	0.0
	Number of Reported Hazmat Incidents - Per 1,000 Track Miles (Five Year Rolling Average)	1.2	1.3	0.0	0.0	0.0
System Condition	Bridge (Percent Good and Excellent Condition)	24%	23%	33%	39%	85%
	Bridge (Percent Poor and Non-Operable)	7%	7%	2%	3%	1%
	Culvert (Percent Good and Excellent Condition)	12%	12%	12%	15%	85%
	Culvert (Percent Poor and Non-Operable)	12%	12%	11%	9%	1%
	Grade Crossing (Percent Good and Excellent Condition)	56%	46%	48%	51%	85%
	Grade Crossing (Percent Poor and Non-Operable)	3%	2%	7%	4%	1%
	Inspections by Asset Type - Bridge	95%	96%	100%	100%	100%
	Inspections by Asset Type - Culvert	91%	94%	100%	100%	100%
	Inspections by Asset Type - Grade Crossing	95%	92%	100%	100%	100%
	Inspections by Asset Type - Track Segment	93%	93%	100%	100%	100%
	Track Segment (Percent Good and Excellent Condition)	62%	35%	72%	80%	85%
	Track Segment (Percent Poor and Non-Operable)	1%	1%	1%	1%	1%

Aeronautics Division

2022 Scorecard

The mission of the Aeronautics Division is to promote aviation throughout the Commonwealth while establishing an efficient, integrated airport system that will enhance airport safety, customer service, economic development, and environmental stewardship. The Aeronautics Division has jurisdiction over the Commonwealth's 35 public use airports and multiple heliports, private restricted landing areas, and seaplane bases.

2022 Division Scorecard: Aeronautics

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2024 Target	2026 Target	Long Term Target
Budget & Capital Performance	Capital Budget Disbursement	100%	100%	95%	95%	100%
	Contracts Completed on Budget	93%	85%	92%	92%	92%
	Contracts Completed on Time	94%	82%	92%	92%	92%
Customer Experience	Number of Departments Utilizing Drones	15	18	Context Only		
	Number of Drone Flights	940	999			
	Number of Drone Missions	347	352			
	Percent of Aircraft Registered	84%	97%	87%	87%	90%
	Percent of Aircraft Registered Electronically *(CY22)*	88%	-	Context Only		
Safety	Airport Safety and Emergency Management Training Attendance Rate	90%	100%	75%	75%	75%
	Airport Safety Inspections Completed *(CY21)*	10	7	12	12	12
System Condition	Pavement Condition (PCI)	71	70.8	72	72	72

Massachusetts Bay Transportation Authority (MBTA)

2022 Scorecard

The MBTA owns and operates one of the oldest and largest public transportation agencies in the US, serving almost 650,000 trips daily as ridership continues to recover from the COVID-19 pandemic. The MBTA's services include bus, light rail, heavy rail, commuter rail, ferry, and paratransit.

2022 Division Scorecard: MBTA

Performance Goal	Performance Metric	Current Performance (CY21)	Previous Performance (CY20)	2022 Target
Safety	Fatalities (Bus)	0	2	0
	Fatalities (Commuter Rail)	0	0	0
	Fatalities (Heavy Rail)	0	0	0
	Fatalities (Light Rail)	0	0	0
	Fatalities (The RIDE)	0	0	0
	Mainline Non-Revenue Train Derailments (Commuter Rail)	0	1	-
	Mainline Non-Revenue Train Derailments (Heavy Rail)	1	0	0
	Mainline Non-Revenue Train Derailments (Light Rail)	0	4	1
	Mainline Revenue Train Derailments (Commuter Rail)	0	1	-
	Mainline Revenue Train Derailments (Heavy Rail)	2	0	0
	Mainline Revenue Train Derailments (Light Rail)	0	1	1
	Mean Miles Between Failures (Bus)	28,638	33,874	25,000
	Mean Miles Between Failures (Heavy Rail)	44,617	47,567	47,500
	Mean Miles Between Failures (Light Rail)	7,780	8,021	7,500
	Mean Miles Between Failures (The RIDE)	81,592	40,640	60,000
	NTD Reportable Injuries (Bus)	264	219	324
	NTD Reportable Injuries (Heavy Rail)	184	136	195
	NTD Reportable Injuries (Light Rail)	88	53	84
	NTD Reportable Injuries (The RIDE)	29	13	27
	Rate of Collisions (Bus - Per 1M Revenue Miles)	58.60	56.84	57.42
	Rate of Collisions (Heavy Rail - Per 1M Revenue Miles)	1.31	0.84	1.29
	Rate of Collisions (Light Rail - Per 1M Revenue Miles)	4.53	3.63	4.44
	Rate of Fatalities (Bus - Per 1M Revenue Miles)	0	0.09	0
	Rate of Fatalities (Commuter Rail - Per 1M Revenue Miles)	0	0	-
	Rate of Fatalities (Heavy Rail - Per 1M Revenue Miles)	0	0	0
	Rate of Fatalities (Light Rail - Per 1M Revenue Miles)	0	0	0
	Rate of Fatalities (The RIDE - Per 1M Revenue Miles)	0	0	0
	Rate of NTD Reportable Injuries (Bus - Per 1M Revenue Miles)	11.01	10.37	14
	Rate of NTD Reportable Injuries (Heavy Rail - Per 1M Revenue Miles)	8.39	6.03	8.46
	Rate of NTD Reportable Injuries (Light Rail - Per 1M Revenue Miles)	16.6	9.62	14.7
	Rate of NTD Reportable Injuries (The RIDE - Per 1M Revenue Miles)	2.91	1.47	1.91
	Rate of Safety Events (Bus - Per 1M Revenue Miles)	3.71	3.84	5.21
	Rate of Safety Events (Heavy Rail - Per 1M Revenue Miles)	1.09	0.71	1
	Rate of Safety Events (Light Rail - Per 1M Revenue Miles)	3.21	5.26	5.58
	Rate of Safety Events (The RIDE - Per 1M Revenue Miles)	1.31	2.03	1.99
	Yard/Shop Train Derailments (Commuter Rail)	0	8	-
	Yard/Shop Train Derailments (Heavy Rail)	3	5	3
	Yard/Shop Train Derailments (Light Rail)	1	2	4

2022 Division Scorecard: MBTA

Performance Goal	Performance Metric	Current Performance (FY22)	Previous Performance (FY21)	2022 Target	2024 Target	Long Term Target
Budget & Capital Performance	Actual Closing Balance (Revenue - Expenses)	$816M	$487M	$417M	-	-
	Actual Non-Operating Revenue Details (Other)	$988M	$909M	Context Only		
	Actual Non-Operating Revenue Details (State and Local)	$1.65B	$1.53B			
	Actual Operating Expense Details (Contracted Transit Services)	$583M	$543M			
	Actual Operating Expense Details (Materials and Services)	$288M	$288M			
	Actual Operating Expense Details (Other)	$25M	$67M			
	Actual Operating Expense Details (Wages and Benefits)	$838M	$745M			
	Actual Operating Expenses Growth Rate	6.0%	0.8%			
	Actual Operating Revenue Details (Fares)	$322M	$167M			
	Actual Operating Revenue Details (Other)	$60M	$34M			
	Actual Operating Revenues Growth Rate	90.0%	-67.5%			
	Actual Total Expenses	$2.21B	$2.16B	$2.35B	-	-
	Actual Total Expenses Growth Rate	2.0%	1.8%	Context Only		
	Actual Total Non-Operating Expenses (Debt Service)	$474M	$512M			
	Actual Total Non-Operating Revenues	$2.64B	$2.44B			
	Actual Total Operating Expenses	$1.73B	$1.64B			
	Actual Total Operating Revenues	$382M	$201M			
	Actual Total Revenues	$3.02B	$2.64B	$2.77B	-	-
	Actual Total Revenues Growth Rate	14.0%	16.3%	Context Only		
	Average Elapsed Days Between Advertising and NTP	113	126	90	90	90
	Fare Recovery Ratio	19.0%	10.2%	45.0%	-	50.0%
	Projects Completed On or Under Budget	100.0%	94.0%	Context Only		
	Projects Completed On or Under Time	75.0%	57.0%			
	Total CIP Spend	$1.61B	$1.93B	$2.00B	-	-
	Total CIP Spend (Expansion)	$493M	$563M	$548M	-	-
	Total CIP Spend (Reliability/Modernization)	$1.11B	$1.36B	$1.45B	-	-
	Total Spend vs. CIP Spend Target	60.6%	110.0%	Context Only		

2022 Division Scorecard: MBTA

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2022 Target	2024 Target	2026 Target	Long Term Target
Customer Experience	Average Percent of Weekday Passenger Miles with Direct Benefit from Bus Priority Corridors	5.7%	4.6%	Context Only			
	Average Percent of Weekday Passenger Miles with Indirect Benefit from Bus Priority Corridors	51.0%	30.0%				
	Average Weekday Passenger Miles in Bus Priority Corridors	38,000	23,000				
	Bus Reliability (Key Bus)	78.2%	80.6%	80.0%	80.0%	80.0%	-
	Bus Reliability (Other Bus)	68.6%	70.4%	75.0%	75.0%	75.0%	-
	Bus Reliability (Silver Line)	80.9%	83.9%	80.0%	80.0%	80.0%	-
	Commuter Rail Reliability	92.3%	94.0%	90.0%	90.0%	90.0%	-
	Elevator Uptime	98.6%	99.5%	99.7%	99.7%	-	100.0%
	Ferry Reliability	99.0%	100.0%	97.0%	97.0%	97.0%	-
	Number of Other Priority PATI Bus Stops Constructed	92	-	Context Only			
	Number of Other Priority PATI Bus Stops Designed	100	-				
	Percent of Critical-Priority PATI Bus Stops Constructed	37.0%	-	-	100.0%	100.0%	100.0%
	Percent of Critical-Priority PATI Bus Stops Designed	39.0%	-	-	100.0%	100.0%	100.0%
	Percent of High-Priority PATI Bus Stops Constructed	20.0%	-	-	25.0%	45.0%	100.0%
	Percent of High-Priority PATI Bus Stops Designed	22.0%	-	-	30.0%	60.0%	100.0%
	Station Accessibility (Unweighted)	77.8%	75.2%	77.3%	81.4%	87.0%	100.0%
	Subway Reliability (Blue Line)	96.0%	97.0%	90.0%	90.0%	90.0%	-
	Subway Reliability (Green Line)	79.4%	81.5%	90.0%	90.0%	90.0%	-
	Subway Reliability (Orange Line)	90.5%	89.9%	90.0%	90.0%	90.0%	95.0%
	Subway Reliability (Red Line)	90.1%	92.8%	90.0%	90.0%	90.0%	95.0%
	The RIDE Reliability	89.4%	92.0%	90.0%	90.0%	90.0%	90.0%
	Total Active Bus Priority Miles	42.87	17.70	Context Only			
	Total Active Transit Signal Priority (TSP) Signals	86	81				

2022 Division Scorecard: MBTA

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2022 Target	2024 Target	2026 Target	Long Term Target
Healthy & Sustainable Transportation	Bus Fleet Composition (Compressed Natural Gas - CNG)	15.4%	13.0%	Context Only			
	Bus Fleet Composition (Diesel)	36.5%	40.0%				
	Bus Fleet Composition (Electric)	0.4%	3.0%	-	3.1%	13.7%	100.0%
	Bus Fleet Composition (Hybrid)	47.6%	44.0%	Context Only			
	Percent Reduction in Greenhouse Gas Emissions from 2009 Baseline	45.0%	-	-	-	20.0%	50.0%
	Rate of Greenhouse Gas Emissions (kg CO2e Per UPT)	1.07	2.41	Context Only			
	Ridership (UPT)	202,597,697	119,000,000				
	Total Greenhouse Gas Emissions (kg CO2e)	216,470,446	287,000,000				

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2023 Target
System Condition	Facility Condition - Assets Scoring Lower Than 3 on TERM Scale (Administrative/Maintenance Facilities)	35%	50%	35%
	Facility Condition - Assets Scoring Lower Than 3 on TERM Scale (Passenger/Parking Facilities)	6%	8%	7%
	Non-Revenue Service Vehicle Condition - Beyond Useful Life (Transit and Commuter Rail)	22%	19%	25%
	Rolling Stock - Beyond Useful Life (Heavy Rail)	53%	53%	39%
	Rolling Stock - Beyond Useful Life (Articulated Bus)	0%	0%	18%
	Rolling Stock - Beyond Useful Life (Bus)	32%	25%	32%
	Rolling Stock - Beyond Useful Life (Commuter Rail Coach)	8%	8%	7%
	Rolling Stock - Beyond Useful Life (Commuter Rail Locomotive)	23%	24%	23%
	Rolling Stock - Beyond Useful Life (Ferry)	0%	0%	0%
	Rolling Stock - Beyond Useful Life (Light Rail)	0%	0%	0%
	Rolling Stock - Beyond Useful Life (Paratransit Automobile)	0%	33%	0%

2022 Division Scorecard: MBTA

Performance Goal	Performance Measure	Current Performance (FY22)	Previous Performance (FY21)	2023 Target
System Condition	Rolling Stock - Beyond Useful Life (Paratransit Van)	0%	43%	0%
	Rolling Stock - Beyond Useful Life (Trolley Bus)	100%	100%	*
	Rolling Stock - Beyond Useful Life (Vintage Trolley)	100%	100%	100%
	Track Condition - Miles with Speed Restrictions (Commuter Rail)	3%	4%	4%
	Track Condition - Miles with Speed Restrictions (Heavy Rail)	7%	3%	2%
	Track Condition - Miles with Speed Restrictions (Light Rail)	2%	5%	2%

** The MBTA's Trolley Bus fleet was retired in spring 2022 and will not be included in the FY23 performance reporting.*

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