Annual Report on the Regional Transit Authority Performance Management Program

- Submitted Pursuant to the Massachusetts Budget Act of 2022, Outside Section 113 -
RTA Performance Progress Report for FY2022

Prepared By:

MassDOT Rail & Transit Division

December 31, 2022

Executive Summary

Background

The Massachusetts Department of Transportation (MassDOT) submits this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2022 Budget, Outside Section 113. The Act requires MassDOT Rail and Transit Division (MassDOT RTD) to compile data collected from the Bilateral Performance Management Memoranda of Understanding (MOUs) between the 15 Regional Transit Authorities (RTA) and MassDOT into an annual report to the Massachusetts State Legislature.

The Commonwealth provides the RTAs with operating funds called 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 to maximize investment and enhance accountability. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs ensure that SCA advances 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 presents a description and analysis of each RTA's performance results, while also discussing the impacts of the COVID-19 pandemic on RTA performance and proposals for recovery and revitalization.

The performance management program is a valuable tool in identifying continued progress, best practices, and innovative solutions to challenges facing the RTAs. The program encourages data-driven decision making and transparency, which is particularly relevant as the RTAs work to rebuild customers' preferences for riding public transit as we continue to recover from the COVID-19 pandemic.

Performance Analysis & Reporting

The performance metrics collected and analyzed from each RTA include universal industry measures: ridership, customer service and satisfaction, asset management, and financial performance, as well as the additional key area of safety performance (Table 1). Each agency's FY2022 performance data is summarized in the *Performance Metric Analysis, Asset Management Performance Metric Analysis* and *Safety Performance Metric Analysis* sections of this report. These metrics are common key performance indicators that are frequently used by transit professionals to determine the health and vitality of a transit system. These metrics are trackable over time and use data that is widely available to transit agencies and operators.[2] [3] Supplementary data collected includes annually reported metrics on external partnerships, fleet composition and system-specific metrics that highlight key initiatives or system-identified performance indicators (Table 2) and is included in *Appendix B – RTA Profiles*.

[1] Commonwealth of Massachusetts. "Section 113: RTA MOUs." (https://budget.digital.mass.gov/summary/fy22/outside-section/section-113-rta-mo-us). Accessed October 2022.
[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	*Performance Metrics*		
Ridership	Unlinked passenger trips (UPT)		
	UPT/Vehicle revenue mile (VRM)		
	UPT/Vehicle revenue hour (VRH)		
Customer Service & Satisfaction	On-time performance (OTP)		
	Scheduled trips operated (STO)		
Asset Management[1]	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		
	Operating expenses/VRH		
	Operating expenses/UPT		
Safety[2]	FTA reportable major and non-major event data (events, injuries, and fatalities)	OR	Preventable accidents per 100,000 miles

Table 1: List of performance metrics agreed to by all RTAs.

[1]For the asset management category, each RTA is to report whether they achieved the TAM plan targets.
[2]For the safety category, each RTA that is subject to the NTD Safety & Security reporting requirement is to provide all reportable data. If the RTA is not subject to the requirement, that RTA is to report preventable accident data.

Metric	*Definition*
External Partnerships	Number of partnerships with private or other public entities, such as relationships with local businesses, public universities, another public authority, Councils on Aging (COAs), or non-profit organizations
Fleet Composition	Percentage of overall RTA fleet composition based on fuel type; fuel types included in this metric include Electric, Hybrid Electric, Compressed Natural Gas (CNG), Diesel, and Gasoline
RTA Choice Metric Tied to CRTP	A metric or initiative that is based on a recommendation from the RTA's recently completed Comprehensive Regional Transit Plan (CRTP)
RTA Choice Metric	A metric of the RTA's choosing that is relevant to each system's goals or priorities (replaces the previous "Stretch Goal" performance category included in the FY2020-FY2021 MOUs)

Table 2: List of annual reported performance metrics.

Much of this report focuses on the performance measures identified in Table 1, as they enable comparisons and analyses across RTAs to identify 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 is summarized into analysis tables that display the monthly raw data, the quarterly subtotals, and the year-to-date (YTD) actuals. The Financial Performance data displays only the YTD actuals. Due to accrual-based accounting methods, revenue and expense figures can exhibit variability from month-to-month, and YTD actuals provides a normalized representation of RTA performance.

The Asset Management and Safety data are aggregated based on each RTA's annual submittal to the National Transit Database (NTD), which includes the target, the actual performance, and the resulting difference for each category as defined by the Federal Transit Administration (FTA). This report also provides graphical representations of average RTA performance. Text is included to highlight the key takeaways on overall RTA performance. Comparative bar charts have been added for selected metrics.

Key Performance Results and Takeaways on RTA Ridership

The COVID-19 pandemic continued to impact RTA ridership in FY2022, though RTA ridership on both fixed route and demand response services has rebounded from early pandemic lows, reflecting national trends. In FY2022, most RTAs demonstrated an upward trend in transit ridership recovery, as shown in Figure 1. In

early fall, RTA fixed route ridership surged with students resuming in-person education. The Omicron variant outbreak that began in early winter 2022 resulted in another dip in ridership, mirroring impacts seen by the Delta variant in FY2021. Omicron impacts lasted until mid-March, when ridership rebounded again with the continued availability of vaccines and the transition from fully remote employment, schooling, and other activities to at least a hybrid capacity. Preliminary review of the first quarter of FY2023 shows that this upward trend has continued.

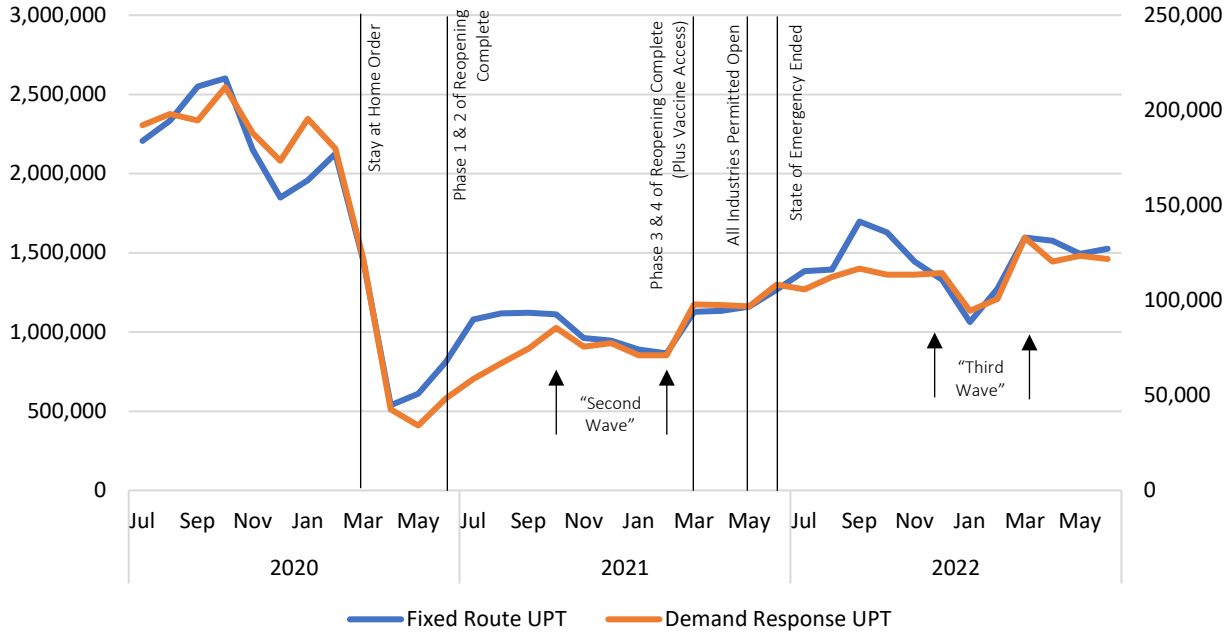


Figure 1: Total RTA FY2020-FY2022 fixed route and demand response ridership (UPT).

However, even with ridership trending upward, average RTA systemwide ridership remains 35% below pre-pandemic levels at the close of the fiscal year. Figure 2 shows the percent change in monthly modal RTA ridership relative to the pre-pandemic levels. At its lowest point at the start of the pandemic, RTA fixed route and demand response ridership dropped to -76.98% and 77.96% of FY2019 ridership levels, respectively. At the close of FY2022, the percent change in ridership for fixed route and demand response had rebounded to -21.01% and -33.52%.

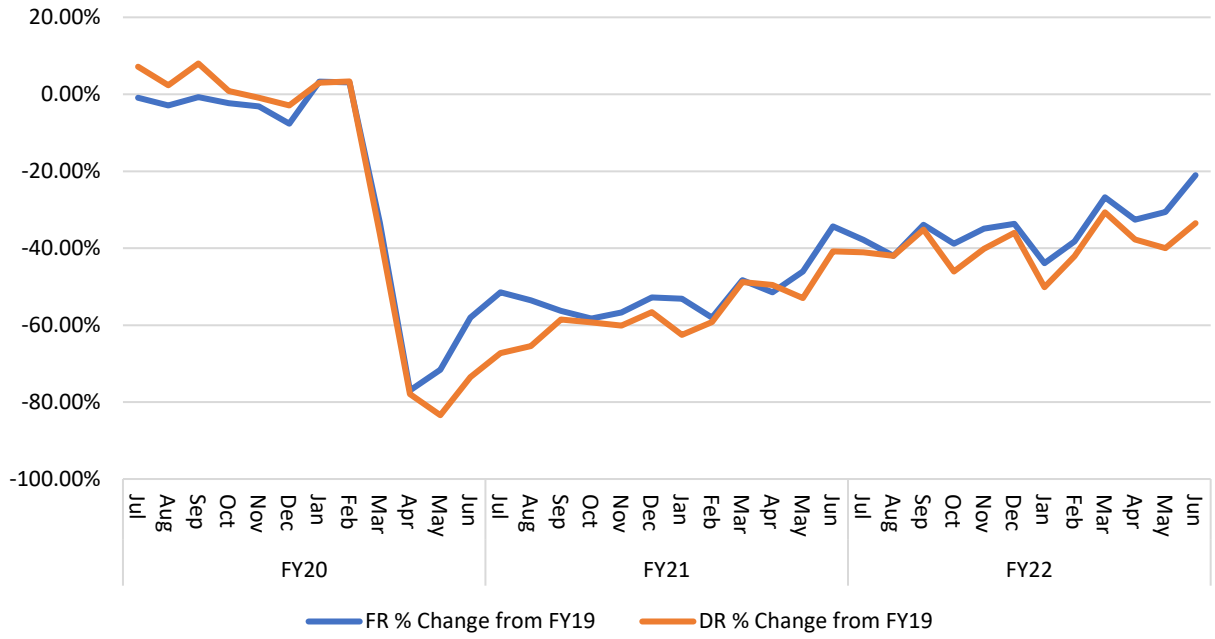


Figure 2: Percent change in FY2020-FY2022 monthly modal RTA ridership relative to pre-pandemic levels (FY2019).

Throughout the pandemic, "durable" riders, or those who have continued to use public transit, are generally riders who use transit services to travel to and from essential workplaces and those who do not own a car.[4] Nationally, bus modes have shown more resiliency than rail modes, especially in smaller markets (population under 500,000) where there are fewer teleworking opportunities and a larger essential workforce. [5] [6] Unlike bus modes, rail modes typically service more office commuters, or riders who are likely to have more flexibility to work from home.[7] This trend is a positive sign for RTAs as they strive to recover to pre-pandemic levels of ridership. While workforce transportation has been the main source of pre-pandemic transit ridership, large drivers for RTAs also comes from local colleges and universities and from summer tourism. The return to in-person class schedules for the 2021-2022 school year proved to be another important contribution to the rebound in RTA ridership. Furthermore, local summer tourism in Massachusetts has brought both out of state and in-state riders to bus networks serving popular destinations, such as the Cape and Islands.

In addition to changes in rider behavior, analysis has shown, both in Massachusetts and nationally, a correlation between positive ridership rebound trends and the provision of a robust schedule (Figure 7 & 13)[8]. With a few exceptions, those RTAs that were able to continue to provide the same, or greater, level of revenue service hours as their pre-pandemic service have demonstrated a greater recovery of ridership.

---

[4] Liu L, Miller HJ, Scheff J. (2020). The impacts of COVID-19 pandemic on public transit demand in the United States. PLoS ONE 15(11): e0242476. https://doi.org/10.1371/journal.pone.0242476

[5] Dickens, Matthew. 2022. APTA Public Transportation Ridership Update. American Public Transportation Association (APTA). https://www.apta.com/wp-content/uploads/APTA-Transit-Ridership-Brief-April-2022.pdf

[6] Muller, Joann. "Bus travel is back post-COVID, but trains are running behind." Axios, October 7, 2022. (https://www.axios.com/2022/10/07/public-transit-covid-recovery).

[7] Muller, Joann. "Bus travel is back post-COVID, but trains are running behind." Axios, October 7, 2022. (https://www.axios.com/2022/10/07/public-transit-covid-recovery).

[8] Arvin, C., Siegal, K. 2022. "Transit Recovery in U.S. Cities – Track restoration of transit service and ridership across the U.S." https://transitrecovery.com/

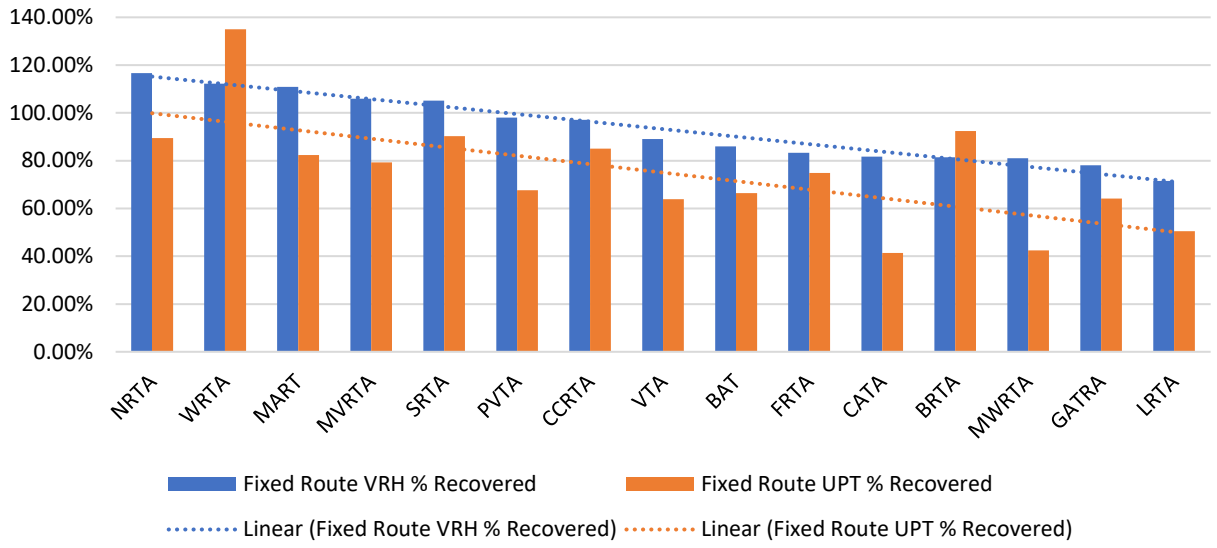


Figure 3: Relationship between fixed route transit service hours recovered and ridership recovered for the month of June 2022 when compared to June 2019.

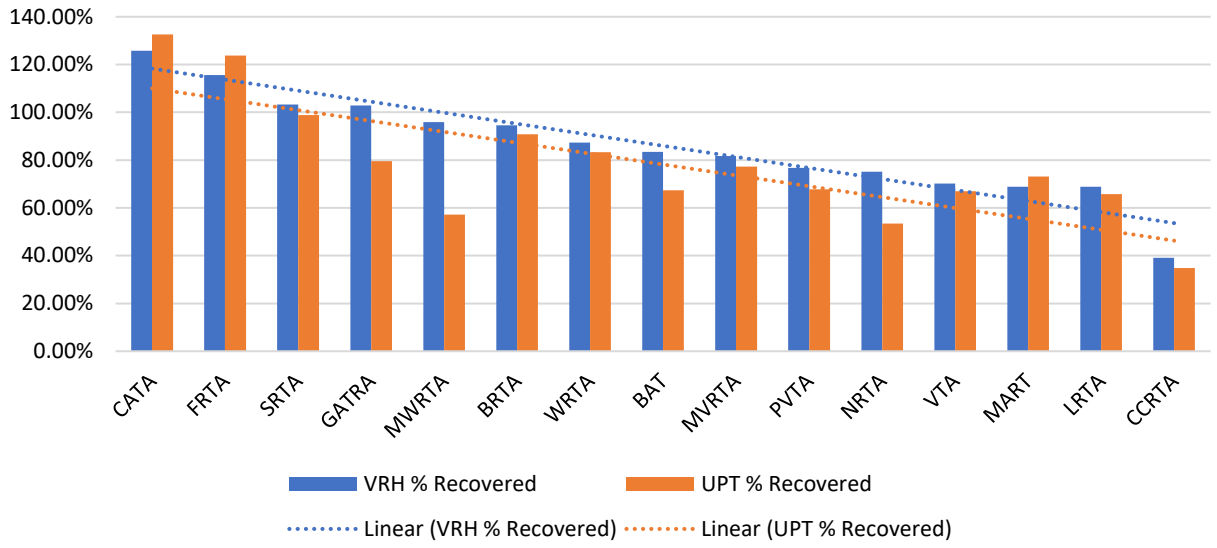


Figure 4: Relationship between demand response transit service hours recovered and ridership recovered for the month of June 2022 when compared to June 2019.

Key Performance Results and Takeaways on RTA Finances

RTA revenues were significantly disrupted by the initial stages of the COVID-19 pandemic and the public health efforts to curb viral community spread. Through FY2022, these impacts on RTA Farebox Recovery Ratios (FRR) have continued, resulting from sustained lower ridership levels and continued fare free service by some RTAs (Figure 9). In FY2022, RTAs averaged an 8.53% recovery for fixed route, and a 7.46% recovery for demand response. Although FRR has recovered somewhat from early pandemic levels, it is still below pre-pandemic levels, as RTAs averaged an 16.0% recovery for fixed route, and an 10.2% recovery for demand response in FY2019.

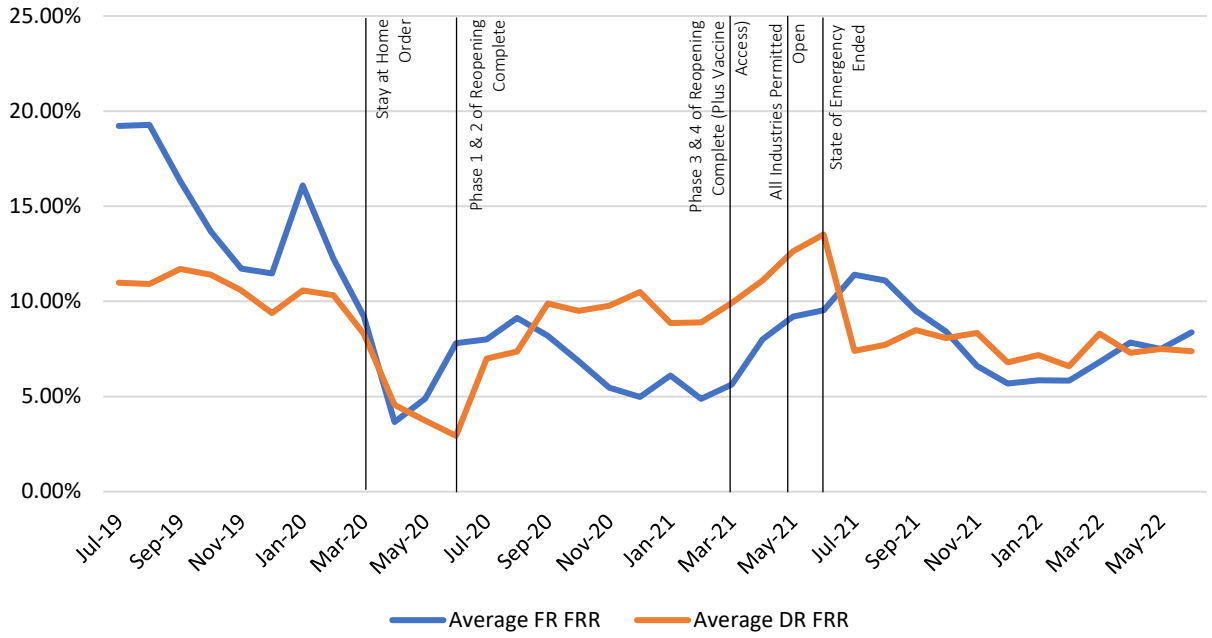


Figure 5: RTA Average Fixed Route & Demand Response FY2020-FY2022 FRR.

Fare revenue loss is not the only concern to RTAs, as some systems have reported losses in own-source revenues, generated through parking facilities and advertising on fixed route buses. In addition to the revenue challenges faced by the RTAs, the pandemic has continued to increase operating and capital expenses. To mitigate revenue losses and strengthen the RTAs' financial sustainability, the Commonwealth increased SCA funding in FY2021, including additional funding for the Discretionary Grant Program, which many systems utilized to test innovative service delivery models in response to the pandemic (Figure 10).

In FY2022, the RTAs again received an overall increase in SCA due to the absorption of the funds previously reserved for the Discretionary Grant Program. Significant Federal COVID-19 relief funding continues to offset RTAs' reduced fare revenues and pandemic-related cost increases. (See *Appendix D* for additional detail on COVID-19 relief funding allocations from FFY2020 and FFY2021). The federal Infrastructure Investment and Jobs Act (IIJA) also provided additional federal dollars, as well as significant competitive grant opportunities, to RTAs over the next five years. With this increased funding, RTAs have continued to avoid employee layoffs and furloughs and deliver the critical services that their regions depend on.

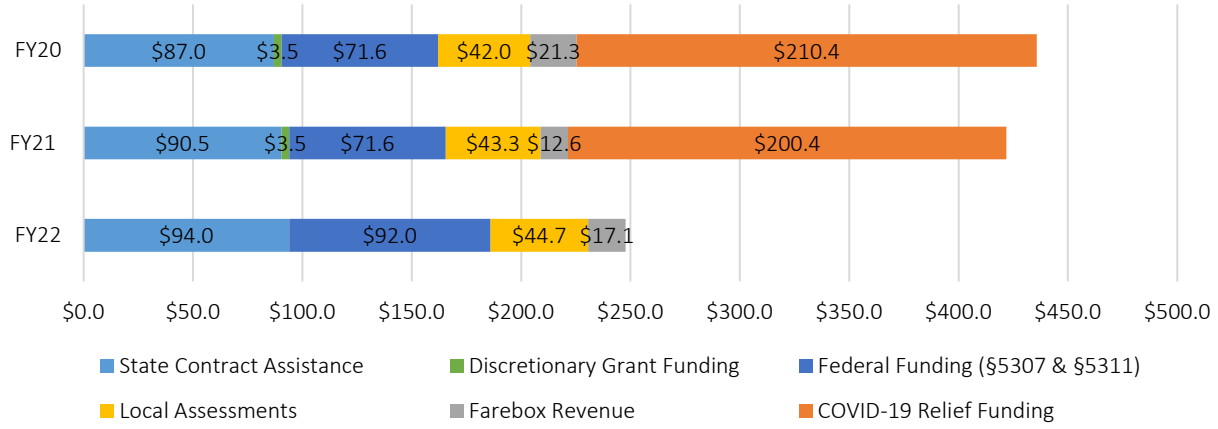


Figure 6: FY2020 through FY2022 operating revenues, including COVID-19 relief funding.

In Massachusetts, some RTAs have chosen to use their COVID-19 relief funding to operate fare free transit. While some RTAs operate fare free systemwide, others have targeted fare free services to certain days, or for defined populations such as seniors. A critical consideration in providing "fare free" transit is the negative financial impact of fare revenue loss, and transit systems typically must secure a replacement revenue source when eliminating fares. In addition to the use of federal COVID Relief funds, the Commonwealth's FY2023 budget provided $2.5 million to RTAs to pilot means-tested, discounted or fare free transit programs. MassDOT recently approved funding for the 15 RTAs to operate fare free fixed route and ADA paratransit services for the 2022 holiday season. Branded as *Try Transit,* the pilot will encourage new customers to try RTA services and show appreciation for existing customers during the holiday season, as well as support local economies and employment. MassDOT and the RTAs will evaluate the program upon its completion. Important evaluation factors will be the impact of fare free services on ridership and finances.

MassDOT and the RTAs will maintain a strong focus on financial planning to maximize available federal, state, and local resources. For the most part, RTAs still rely on COVID-19 relief funds, though this reliance will decrease with continued drawdown over the course of the next three to five years. Increases in federal funding, particularly through large increases in competitive discretionary grant programs, can provide RTAs with opportunities to mitigate potential funding gaps. MassDOT and the RTAs will continue to monitor spending projections for the out-years of each financial plan, as the state's economy and ridership base stabilizes from the past two years' uncertainties.

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. RTAs have used real time data to adjust and optimize services in response to shifting customer demand and community needs. Now, as we have moved to a "new normal," the RTAs are redoubling their efforts on recovery. Guided by their 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. In addition, RTAs have continued to implement state of good repair asset replacement goals, with the purchase of electric and low emission buses in support of the Commonwealth's climate change mitigation goals, the replacement or upgrade of bus maintenance facilities, and station improvements.

One continuing challenge 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. Exacerbated by the COVID-19 pandemic, transit agencies are struggling with both recruitment and retention, particularly for skilled or "trainable" positions. Positions that require a Commercial Driver's License (CDL), which entail considerable training and expense to acquire, and maintenance technicians are proving to be the most difficult positions to fill.[9] Operator burnout is a major concern, as employees that remain are stretched thin. RTAs continue to implement new 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, particularly to younger potential employees. This includes designing competitive wages, opportunities for advancement, and flexible scheduling.[10]

In addition to the post-pandemic challenges related to workforce shortages, uncertainty remains regarding 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, impacting both travel patterns and demand for public transit services. A report released by the S&P Global Ratings predicts that U.S. transit agencies will only recover about 75% of pre-pandemic levels of ridership by 2025 as a result of the increase in remote or hybrid work opportunities.[11] An analysis conducted by the National Bureau of Economic Research predicts that, as we fully emerge from the pandemic era, almost 20% of full workdays will be conducted remotely (four times the pre-pandemic level) as the desire to work from home continues to shape a new age of employment.[12]

As agencies continue to move forward in the wake of the pandemic, the FTA has provided the following guidance for opening, restoring, and expanding transit service[13]:

- 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.

[9] 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).
[10] American Public Transportation Association (APTA). October 10, 2022. "Transit Workforce Shortage: Root Causes, Potential Solutions, and the Road Ahead." (https://www.apta.com/news-publications/press-releases/releases/transit-workforce-shortage-root-causes-potential-solutions-and-the-road-ahead/)
[11] S&P Global Ratings. "U.S. Transportation Infrastructure Transit Sector Update And Medians: Long-Term Funding Decisions Loom for Many Mass Transit Operators." September 8, 2022. (https://www.spglobal.com/ratings/en/research/articles/220908-u-s-transportation-infrastructure-transit-sector-update-and-medians-long-term-funding-decisions-loom-for-man-12492910).
[12] Barrero, J.M., Bloom, N., Davis, S.J. 2021. Why Working From Home Will Stick. National Bureau of Economic Research.
[13] Federal Transit Administration. 2021. "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)

Both S&P and the American Public Transportation Association (APTA) recommend that agencies will need to adjust their operations beyond the traditional 9-to-5 mindset.[14] The flattening of traditional peak travel times related to increased flexibility in typical employment opportunities provides a new opportunity for transit agencies to redesign their services. By adding additional service during off-peak hours to provide a more consistent span of service geared to the every-day user, rather than the weekday commuter, transit agencies can better serve riders making non-work-related trips.[15] Agencies can also add more flexible transit options, such as the deployment of microtransit services which help to fill the gap between traditional fixed routes, provide even greater flexibility than demand-responsive services, connect riders to the larger transit network and improve service coverage. As of FY2021, 11 RTAs have added a total of 14 microtransit programs (nine of which received start-up funding from the state-funded Discretionary Grant Program). 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, with microtransit services to increase the efficiency of service delivery or are utilizing microtransit to fill empty seats on demand response vehicles to improve overall efficiency.

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.[16] One recommendation is that providers perform system design reviews to ensure that transit is accessible to current and new riders, while encouraging agencies to leverage partnerships to develop innovative solutions for fare programs and trip bundling. Similarly, it is suggested that providers work with organizations creating digital technologies and implement data-driven planning and operations platforms.[17] Finally, the FTA calls on transit providers to use pandemic recovery as a chance to address 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, focusing on 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.[18]

[14] Schaper, David. "Public transit is having a slow comeback after the pandemic." NPR News. September 11, 2022. (https://www.npr.org/2022/09/11/1122250673/public-transit-is-having-a-slow-comeback-after-the-pandemic).
[15] OPMI Data Blog. "Just How "Peaky" are (Pre-Pandemic) Peaks in Demand?" (https://massdottracker.com/datablog/?p=1200).
[16] 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)
[17] 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)
[18] 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

Glossary

ADA paratransit = the Americans with Disabilities Act of 1990 requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service along those routes; agencies may choose to provide additional paratransit service to persons with disabilities beyond this required area

BAT = Brockton Area Transit Authority

BRTA = Berkshire Regional Transit Authority

CATA = Cape Ann Transportation Authority

CCRTA = Cape Cod Regional Transit Authority

CIP = Capital Investment Program

Commuter bus (CB) = a type of fixed route transit service that primarily connects outlying areas with a central city and is characterized by a motorcoach (aka over-the-road-bus), multiple trip tickets, and multiple stops in outlying areas with limited stops in the central city

Demand response (DR) = transit service where vehicles do not follow a fixed route, but rather follow an optimized route within a certain geographic area, based on rider requests

Demand taxi (DT) = a type of demand-based service that is operated through taxicab providers with a system in place to facilitate ride sharing; demand taxi services do not use dedicated vehicles

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 route[19]

GATRA = Greater Attleboro Taunton Regional Transit Authority

LRTA = Lowell Regional Transit Authority

MBTA = Massachusetts Bay Transportation Authority

MART = Montachusett Regional Transit Authority

MassDOT = Massachusetts Department of Transportation

RTD = MassDOT's Rail & Transit Division

MeVa = Merrimack Valley Regional Transit Authority (previously MVRTA)

[19] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)

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

RTA = regional transit authority; an authority established by section three or section fourteen of Chapter 161B of the Massachusetts General Laws[20]

SRTA = Southeastern Regional Transit Authority

STIP = Statewide Transportation Improvement Program

STO = scheduled trips operated; the percentage of trips that were successfully operated once scheduled

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 condition[21]

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 environment[22]

UPT = unlinked passenger trips; the number of passengers who board public transportation vehicles; passengers are counted each time the board vehicles no matter how many vehicles they use to travel from their origin to their destination[23]

VRM = vehicle revenue mile; the miles that vehicles are scheduled to or travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services[24]

VRH = vehicle revenue hour; the hours that vehicles are scheduled to or travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services[25]

VTA = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

[20] The 191st General Court of the Commonwealth of Massachusetts (https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXII/Chapter161B/Section1)
[21] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[22] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[23] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[24] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[25] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)

Legislative Directive

The Massachusetts Department of Transportation (MassDOT) submits this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2022 Budget, Outside Section 113. The Act requires that:

- MassDOT and each of the 15 Regional Transit Authorities (RTA) negotiate and execute a bilateral Memorandum of Understanding (MOU) which shall not be punitive and is based on a system of performance metrics established by the MassDOT, and that incorporates Performance Targets most relevant to each RTA's system in the categories of Ridership, Customer Service and Satisfaction, Asset Management, and Financial Performance, including Farebox Recovery.
- 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 submits this document to the Massachusetts State Legislature by December 31, 2022.

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

The Commonwealth provides the RTAs with operating funds called 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 to maximize investment and enhance accountability. Through the bilateral MOU process and resulting performance management program, MassDOT RTD and the RTAs ensure that SCA advances the goals and targets established by each system.[26] 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 presents a description and analysis of each RTA's performance results, while also discussing the impacts of the COVID-19 pandemic on RTA performance and proposals for recovery and revitalization.

The performance management program is a valuable tool in identifying continued progress, best practices, and innovative solutions to challenges facing the RTAs. The program encourages data-driven decision making and agency transparency, which is particularly relevant as the RTAs work to rebuild customers' preferences for riding public transit as we continue to emerge from the COVID-19 pandemic.

[26] https://budget.digital.mass.gov/summary/fy22/outside-section/section-113-rta-mo-us

Memoranda of Understanding

In 2021, MassDOT RTD and the RTAs engaged to discuss the FY2022-FY2023 MOU, the second two-year term for RTA performance management. During negotiations, the RTAs provided feedback regarding the need for reduced duplicative reporting, increased standardization, and improved efficiencies in the way the data is collected and reported. MassDOT RTD used the negotiation process to enhance state collaboration with the RTAs.

The final agreements for the FY2022-FY2023 term include standardized 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. Each MOU generally adheres to the principles below:

- Universal industry performance metrics of ridership, customer service and satisfaction, asset management, and financial performance, as well as the additional key area of safety performance (Table 3). Data collected includes, but is not limited to:
  - a subset of metrics already reported annually to the National Transit Database (NTD)[27],
  - each RTA's Transit Asset Management (TAM) plan targets, and
  - each RTA's NTD Safety & Security reports, if applicable.
- Annually reported metrics on external partnerships, fleet composition and system-specific metrics that highlight key initiatives or system-identified performance indicators (Table 4).
- Mutually agreed upon baselines, interim milestones, and targets for each performance metric.

Category	*Performance Metrics*		
Ridership	Unlinked passenger trips (UPT)		
	UPT/Vehicle revenue mile (VRM)		
	UPT/Vehicle revenue hour (VRH)		
Customer Service & Satisfaction	On-time performance (OTP)		
	Scheduled trips operated (STO)		
Asset Management[1]	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		
	Operating expenses/VRH		
	Operating expenses/UPT		
Safety[2]	FTA reportable major and non-major event data (events, injuries, and fatalities)	OR	Preventable accidents per 100,000 miles

Table 3: List of performance metrics agreed to by all RTAs.

[1]For the asset management category, each RTA is to report whether they achieved the TAM plan targets.
[2]For the safety category, each RTA that is subject to the NTD Safety & Security reporting requirement is to provide all reportable data. If the RTA is not subject to the requirement, that RTA is to report preventable accident data.

[27] 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."

Metric	*Definition*
External Partnerships	Number of partnerships with private or other public entities, such as relationships with local businesses, public universities, another public authority, Councils on Aging (COAs), or non-profit organizations
Fleet Composition	Percentage of overall RTA fleet composition based on fuel type; fuel types included in this metric include Electric, Hybrid Electric, Compressed Natural Gas (CNG), Diesel, and Gasoline
RTA Choice Metric Tied to CRTP	A metric or initiative that is based on a recommendation from the RTA's recently completed Comprehensive Regional Transit Plan (CRTP)
RTA Choice Metric	A metric of the RTA's choosing that is relevant to each system's goals or priorities (replaces the previous "Stretch Goal" performance category included in the FY2020-FY2021 MOUs)

Table 4: List of annual reported performance metrics.

The target setting process consists of annual targets in FY2022 and FY2023 for the financial and asset management categories, and a two-year target (FY2023) with an interim milestone (FY2022) for the ridership and customer service categories. Annually reported metrics consist of annual targets for FY2022 and FY2023.

Due to the impact of the COVID-19 pandemic on RTA performance, a new baseline methodology has been identified for the FY2022-2023 term, rather than the realized performance from the previous cycle. It is understood that setting performance targets based on pre-pandemic performance would be unrealistic. As such, the RTAs have been directed to use the realized performance from the first six months of FY2021 for target setting purposes. A second baseline of FY2019 performance, known as the "recovery" baseline, is used to monitor RTA progress in returning to pre-pandemic levels.

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

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

Data is collected through the quarterly submission of Monthly Service Data Reports through RTD's grant management software, GrantsPlus+. Submissions are aggregated into a master database, which feeds the RTA Performance Dashboard. Both RTD and the RTAs have access to the dashboard to monitor and track performance over the course of the fiscal year.

Performance Data Analysis

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

data. The raw monthly data is used to calculate year-to-date (YTD) actual values, which is compared against the identified target values by calculating the percent difference between the actual and target value, as detailed in Table 5.

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

Table 5: An overview of the percent change calculations used to track RTA progress.

Performance Data Reporting

All analyses are compiled into this progress report, which covers the data collected for FY2022, or year one, of the bilaterally negotiated MOUs. The performance management analysis and reporting process is summarized in Figure 7.

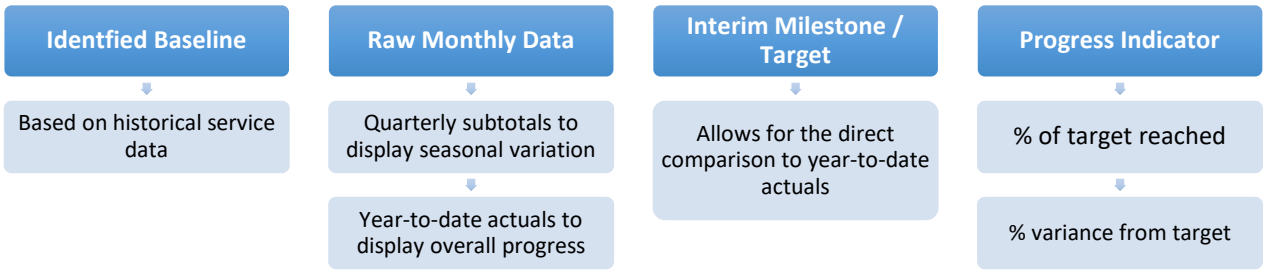


Figure 7: Performance target reporting and data analysis process.

For the Ridership and Customer Service & Satisfaction metric categories, the data is summarized to display the monthly raw data, the quarterly subtotals, and the YTD actuals. For the Financial Performance metric category, the data displays only the YTD actual. Due to the accrual-based accounting method used by all transit agencies that report data to NTD, 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 and Safety metric categories, the data for which is collected in mid-November 2022, after the RTAs submit their NTD reported TAM Plan asset inventory data. The asset management and safety data are, respectively, discussed in greater detail in the "Asset Management Data Collection & Reporting" and "Safety Data Collection & Reporting" subsections.

Report Organization

This report organizes the agreed upon metrics into two main categories: (1) key performance metrics and (2) annually reported metrics.

The key performance metrics are common performance indicators 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 operators.[28] [29] Use of these metrics enables 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 *Performance Metric Analysis* section is organized in tables by metric and by mode of operation (Fixed Route, Demand Response, Demand Taxi and Commuter Bus). In addition to the analysis tables, definitions of each metric are provided, as well as graphical representations of average RTA performance. Summary text is also included to highlight the key takeaways. Color-coded formatting of the value comparisons provides an easy reference for determining whether an RTA has met an identified target (Table 6). Comparative bar charts are incorporated for additional visual interpretation.

Metric	Actual Exceeds Target	Actual Below Target
Unlinked Passenger Trips (UPT)	↑	↓
Unlinked Passenger Trips per Vehicle Revenue Mile (UPT / VRM)	↑	↓
Unlinked Passenger Trips per Vehicle Revenue Hour (UPT / VRH)	↑	↓
Farebox Recovery Ratio (FRR)	↑	↓
On Time Performance (OTP)	↑	↓
Scheduled Trips Operated (STO)	↑	↓
Operating Expense per Vehicle Revenue Mile (OPEX / VRM)	↑	↓
Operating Expense per Vehicle Revenue Mile (OPEX / VRH)	↑	↓
Operating Expense per Unlinked Passenger Trip (OPEX / UPT)	↑	↓

Table 6: Color coded formatting used for the performance metric analysis.

On an individual basis, the annually reported metrics enable each RTA to tell their story through specific goals and values. By comparing an RTA's progress to a self-identified target, each authority's performance is directly tied to agency defined goals and to customer satisfaction.[30] [31] Each agency's annual reported metrics are included in *Appendix B – RTA Profiles*.

[28] International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94.* pgs. 1-56.
[29] Jenks, C.W. (n.d.). A summary of TCRP Report 88: A guidebook for developing a transit performance measurement system. *Transit Cooperative Research Program.* pgs. 1-24.
[30] International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94.* pgs. 1-56.
[31] 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.

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 7).[32] Each target identifies 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.[33] 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."[34]

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

Table 7: 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.[35] 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 vehicles[36]. 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 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 reports once per year if they met 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 *Performance Metric Analysis*, color-coded formatting provides easy reference for determining whether an RTA has met a TAM Plan identified target.

It is important to note 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.

[32] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[33] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[34] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[35] Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)
[36] Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)

Safety Data Collection & Reporting

Under the FTA's Public Transportation Agency Safety Plan (PTASP) Final Rule, certain public transportation operators are required to develop a safety plan that includes processes and procedures to implement a Safety Management System (SMS) and safety performance targets.[37] The rule applies to all agencies who are recipients or sub-recipients of Section 5307 Urbanized Area Formula Program funds, and does not apply to those who receive only Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Formula Program funds and/or Section 5311 Rural Area Formula Program funds.[38] For the RTAs, the PTASP rule applies to twelve out of the fifteen systems. Each agency uses the PTASP as a guide for proactive safety policy and as a comprehensive approach to safety management. The plans are reviewed, and updated if needed, on an annual basis.

Each PTASP must include safety performance measures for the categories of fatalities, injuries, and safety events. Targets are developed for both the raw number of instances of each category and as a rate per 1,000,000 vehicle revenue miles (VRM). For the twelve Section 5037 recipient RTAs, safety data is reported to the NTD through the Safety & Security (S&S) Module. Major events are reported to the NTD no later than 30 days after the date of the event and are aggregated based on a calendar year.[39]

As required by the MOU, each RTA provides MassDOT with any reports submitted to FTA as part of the PTASP rule. As such, each of the twelve systems subject to this rule submit a copy of their S&S reports. The data is collected on a calendar year, then aggregated and included in the *Safety Performance Metric Analysis* section of this progress report. The aggregated data includes the target for the calendar year, the actual performance, and the resulting difference for each performance measure category by mode. In a similar manner to the *Performance Metric Analysis*, color-coded formatting provides easy reference for determining whether an RTA has met a PTASP identified target.

For the Section 5311 recipient RTAs that are not subject to the PTASP rule, MassDOT required that an additional target for preventable accidents per 100,000 VRM be included in the MOU. This is a historically collected performance metric that provides a simplified, but comprehensive, measure of safety events. This data is reported through the same methodology as the performance data described in the *Performance Data Collection* section, collected on a fiscal year, and is aggregated and included in the *Safety Performance Metric Analysis* section of this progress report. The aggregated data includes the baseline, the target for the fiscal year, the actual performance, and the percent variation for each mode. Again, color-coded formatting provides easy reference for determining whether an RTA has met an identified target.

[37] Federal Transit Administration. "Public Transportation Agency Safety Plans." (https://www.transit.dot.gov/PTASP)
[38] Federal Transit Administration. "Public Transportation Agency Safety Plans." (https://www.transit.dot.gov/PTASP)
[39] FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

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.[40][41] All non-essential businesses were ordered to close their physical workplaces on March 24th to reduce virus transmission, which impacted most economic sectors. As a result of these efforts, travel activity declined significantly, including travel by transit.[42][43]

Massachusetts began its four-phase reopening plan in May 2020, to progressively allow businesses, services, and activities to resume based on public health guidance.[44] Using key public health indicators, Massachusetts proceeded to the final phase, the "New Normal" in March 2021.[45] 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.[46] Effective April 18, 2022, the Federal order requiring masks on public transportation and in transportation hubs was lifted.[47]

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 to protect both riders and employees from the COVID-19 virus. In the early pandemic stages, national public transit ridership dropped by nearly 70%.[48] Closures of local businesses, employment centers, schools and other services in Massachusetts caused the fifteen RTAs to experience similar drops in ridership in the final quarter of FY2020, with systemwide declines of up to 77%. In April 2020, the height of the national stay-at-home mandate, RTA ridership reached its lowest point, drastically declining to a combined 570,488 passenger trips across the state (Figure 8).

[40] Centers for Disease Control and Prevention. "CDC Museum COVID-19 Timeline." (https://www.cdc.gov/museum/timeline/covid19.html).
[41] Commonwealth of Massachusetts. "COVID-19 State of Emergency." (https://www.mass.gov/info-details/covid-19-state-of-emergency). Access October 2021.
[42] Eno Center for Transportation. "COVID's Differing Impact on Transit Ridership." (https://www.enotrans.org/article/covids-differing-impact-on-transit-ridership/).
[43] 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/).
[44] Commonwealth of Massachusetts. "Reopening Massachusetts." (https://www.mass.gov/info-details/reopening-massachusetts). Accessed October 2021.
[45] Commonwealth of Massachusetts. "Reopening Massachusetts." (https://www.mass.gov/info-details/reopening-massachusetts). Accessed October 2021.
[46] Commonwealth of Massachusetts. "Reopening Massachusetts." (https://www.mass.gov/info-details/reopening-massachusetts). Accessed October 2021.
[47] Federal Transit Administration. "Federal Mask Requirement for Transit." (https://www.transit.dot.gov/TransitMaskUp). Accessed October 2022.
[48] 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)

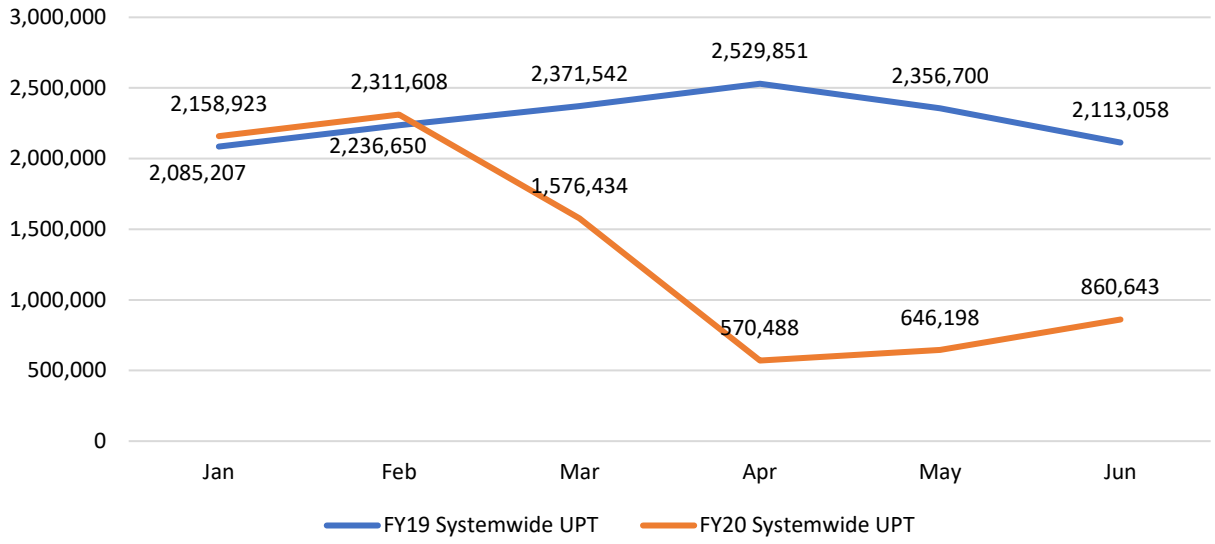


Figure 8: Systemwide (Fixed Route & Demand Response) ridership (UPT) in FY2019 compared to FY2020 for the months of January to June, displaying the lowest ridership points of FY2020.

As pandemic-related closures have ended and impacts have become less disruptive, RTA ridership on both fixed route and demand response services has rebounded from early pandemic lows, reflecting national trends (Figure 9).

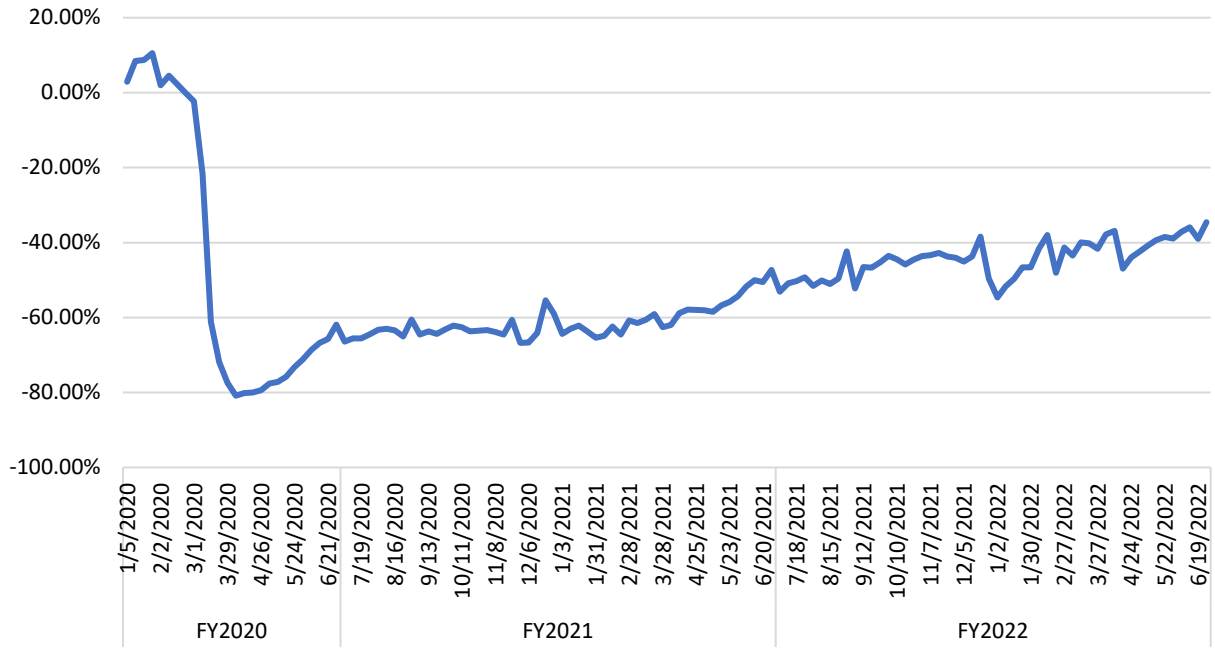


Figure 9: Estimated national transit trend in ridership recovery from January 2020 to June 2022 as compared to pre-pandemic figures (2019).[49]

[49] ENO Center for Transportation. "Transit Ridership Not Expected to Return to Pre-Pandemic Levels This Decade." June 27, 2022. (This data is generated by APTA as part of the Ridership Tends dashboard at transitapp.com/APTA)

In FY2022, most RTAs demonstrated an upward trend in transit ridership recovery (Figure 10 & Figure 11). In early fall, RTA fixed route ridership surged with students resuming in-person education. The Omicron variant outbreak that began in winter 2022 resulted in another dip in ridership, mirroring impacts seen by the Delta variant in FY2021. Omicron impacts lasted until mid-March, when ridership rebounded again with the continued availability of vaccines and the transition from fully remote employment, schooling, and other activities to a hybrid capacity. Preliminary review of the first quarter of FY2023 shows that this upward trend has continued.

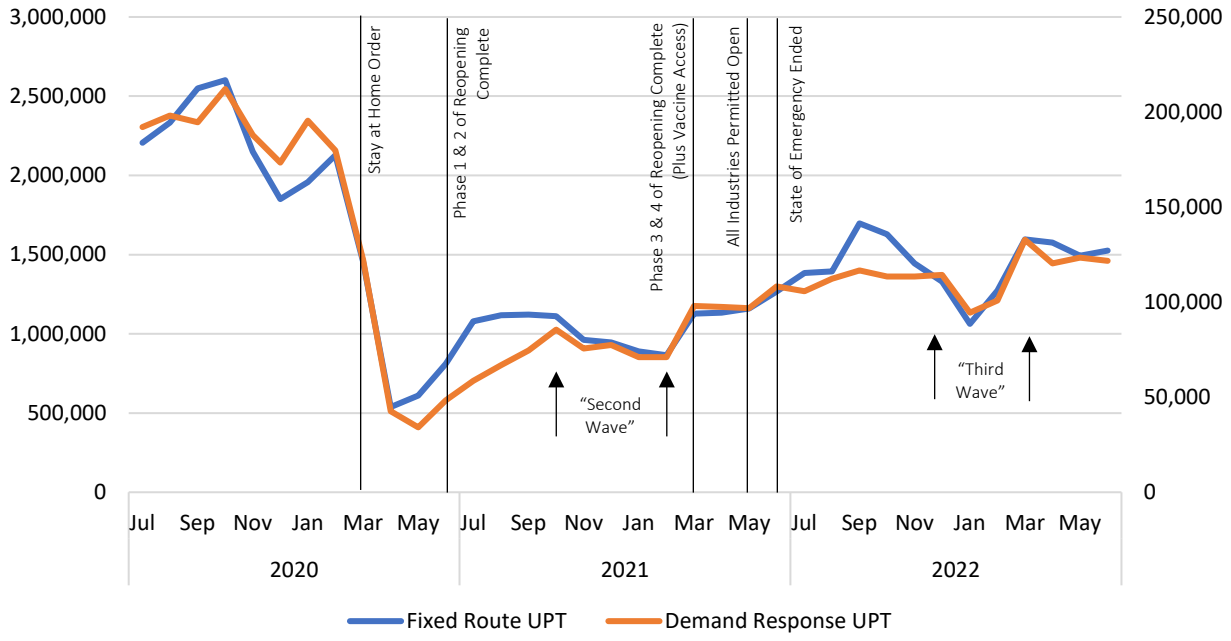


Figure 10: Total RTA FY2020-FY2022 fixed route and demand response ridership (UPT).

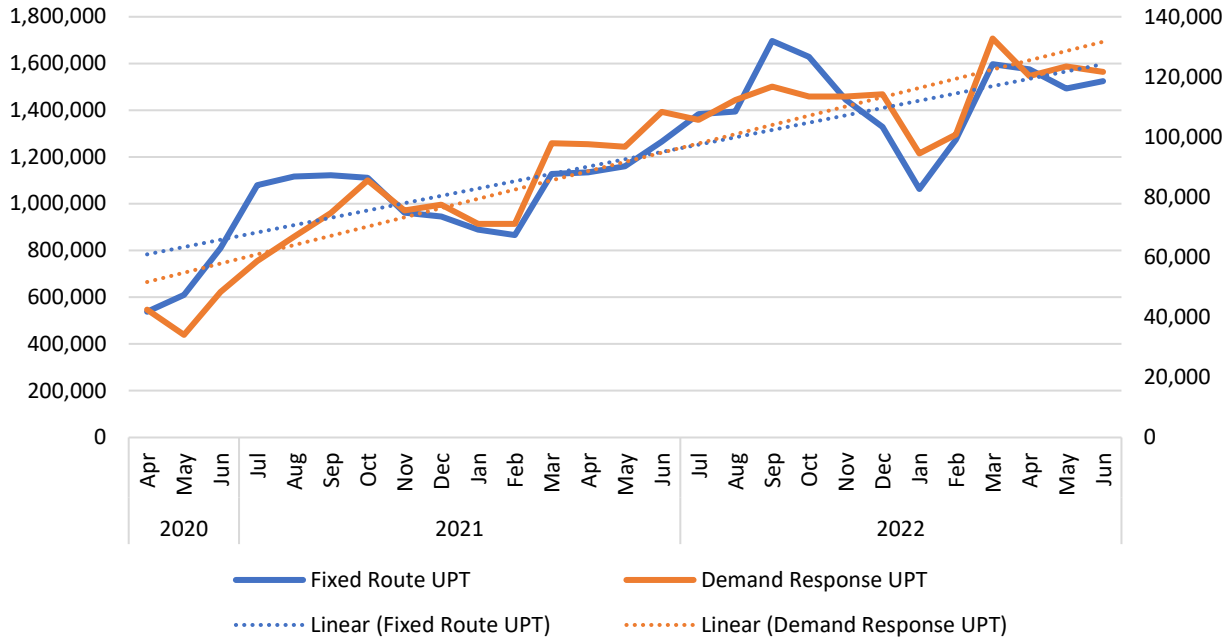


Figure 11: Trend in RTA fixed route and demand response ridership (UPT) since April 2020, the lowest ridership level of the pandemic.

However, even with ridership trending upward, average RTA systemwide ridership remains 35% below pre-pandemic levels at the close of the fiscal year. Figure 12 shows the percent change in monthly modal RTA ridership relative to the pre-pandemic levels. At its lowest point at the start of the pandemic, RTA fixed route and demand response ridership dropped to -76.98% and 77.96% of FY2019 ridership levels, respectively. At the close of FY2022, the percent change in ridership for fixed route and demand response rebounded to -21.01% and -33.52%.

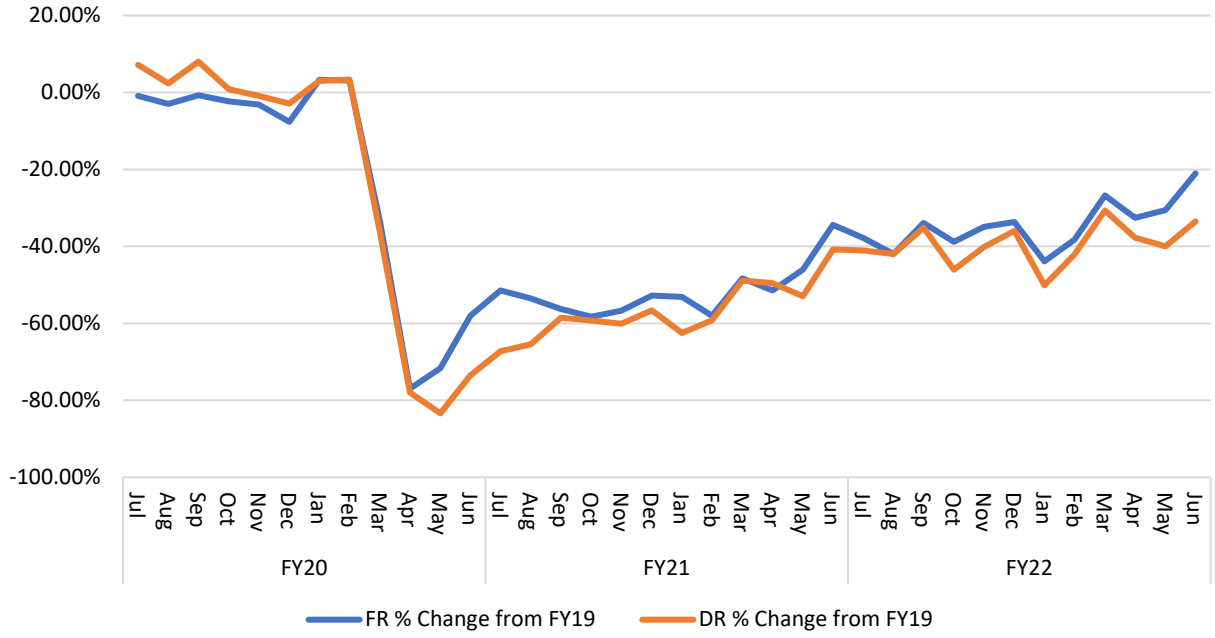


Figure 12: Percent change in FY2020-FY2022 monthly modal RTA ridership relative to pre-pandemic levels (FY2019).

Throughout the pandemic, "durable" riders, or those who have continued to use public transit, are generally riders who use transit services to travel to and from essential workplaces and those who do not own a car.[50] [51] [52] Nationally, bus modes have shown more resiliency than rail modes, especially in smaller markets where there are fewer teleworking opportunities and a larger essential workforce. [53] [54] Unlike bus modes, rail modes typically service more office commuters, or riders who are likely to have more flexibility to work from home.[55] This trend is a positive sign for RTAs as they strive to recover to pre-pandemic levels of ridership. While workforce transportation has been the main source of pre-pandemic

[50] Liu L, Miller HJ, Scheff J. (2020). The impacts of COVID-19 pandemic on public transit demand in the United States. PLoS ONE 15(11): e0242476. https://doi.org/10.1371/journal.pone.0242476

[51] 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)

[52] 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)

[53] Dickens, Matthew. 2022. APTA Public Transportation Ridership Update. American Public Transportation Association (APTA). https://www.apta.com/wp-content/uploads/APTA-Transit-Ridership-Brief-April-2022.pdf).

[54] Muller, Joann. "Bus travel is back post-COVID, but trains are running behind." Axios, October 7, 2022. (https://www.axios.com/2022/10/07/public-transit-covid-recovery).

[55] Muller, Joann. "Bus travel is back post-COVID, but trains are running behind." Axios, October 7, 2022. (https://www.axios.com/2022/10/07/public-transit-covid-recovery).

transit ridership, large drivers for RTAs also comes from local colleges and universities and summer tourism. The return to in-person class schedules for the 2021-2022 school year proved to be another important contribution to the rebound in RTA ridership. Furthermore, local summer tourism in Massachusetts has brought both out of state and in-state riders to bus networks serving popular destinations, such as the Cape and Islands.

In addition to changes in rider behavior, analysis has shown, both in Massachusetts and nationally, a correlation between positive ridership recovery and the provision of a robust schedule (Figure 13 & Figure 14)[56]. With a few exceptions, those RTAs able to provide the same, or greater, level of revenue service hours as their pre-pandemic service have demonstrated a greater recovery than those who made service cuts due to low ridership (e.g., route to universities that switched to remote learning) or workforce challenges.

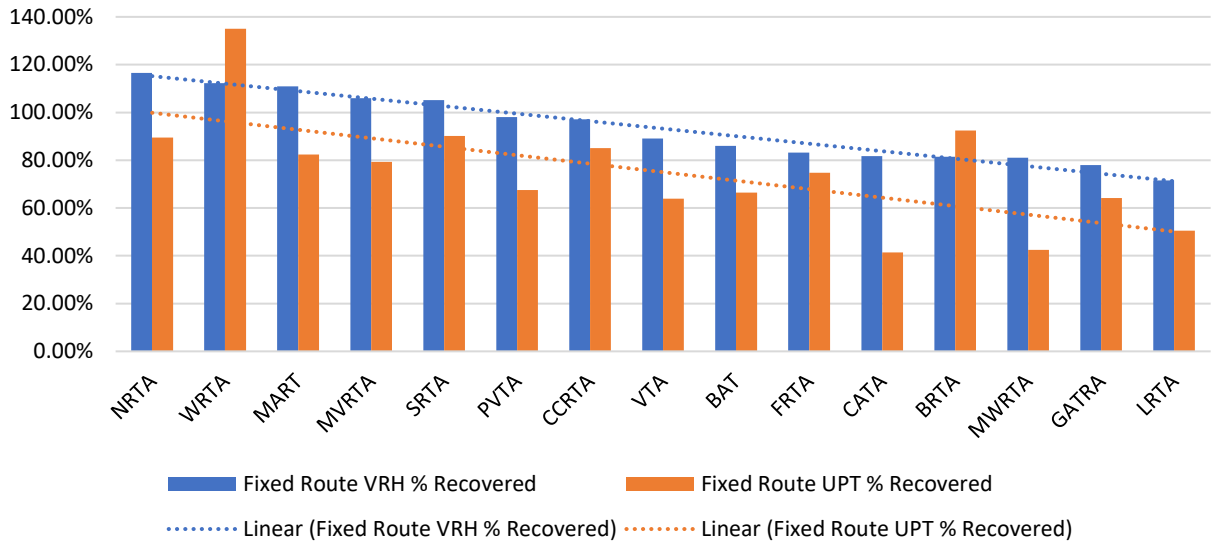
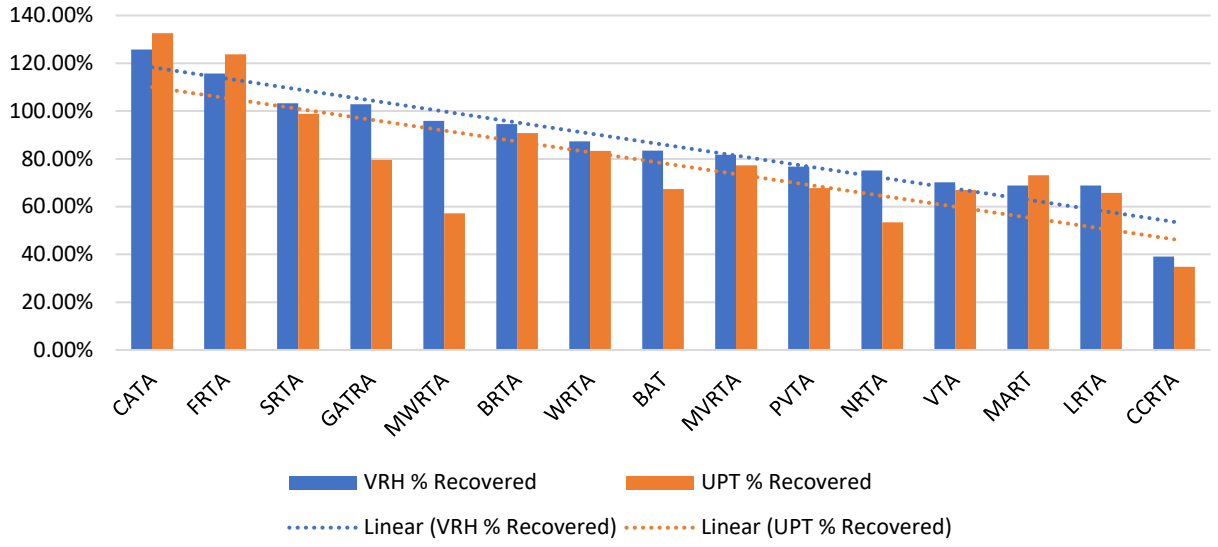


Figure 13: Relationship between fixed route transit service hours recovered and ridership recovered for the month of June 2022 when compared to June 2019.



[56] Arvin, C., Siegal, K. 2022. "Transit Recovery in U.S. Cities – Track restoration of transit service and ridership across the U.S." https://transitrecovery.com/

Figure 14: Relationship between demand response transit service hours recovered and ridership recovered for the month of June 2022 when compared to June 2019.

COVID-19 Impacts on RTA Finances

RTA revenues were significantly disrupted by the initial stages of the COVID-19 pandemic and the public health efforts to curb viral community spread. Through FY2022, these impacts on RTA Farebox Recovery Ratios (FRR) have continued, resulting from sustained lower ridership levels and continued fare free service by some RTAs. 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 15. In FY2022, RTAs averaged an 8.53% recovery for fixed route, and a 7.46% recovery for demand response. Although FRR has recovered somewhat from early pandemic levels, it is still below pre-pandemic levels, as RTAs averaged an 16.0% recovery for fixed route, and an 10.2% recovery for demand response in FY2019.

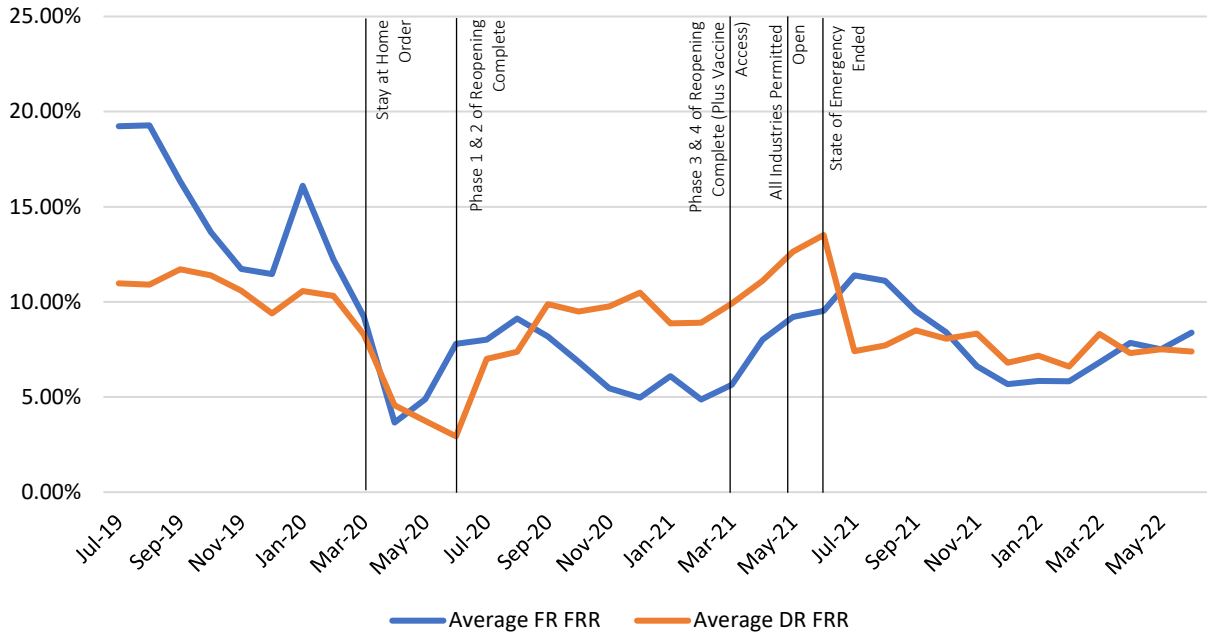


Figure 15: RTA Average Fixed Route & Demand Response FY2020-FY2022 FRR.

Fare revenue loss is not the only concern to RTAs, as some systems have reported losses in own-source revenues, generated through parking facilities and advertising on fixed route buses. In addition to the revenue challenges faced by the RTAs, the pandemic has continued to increase operating and capital expenses. Though mask wearing is no longer required, RTAs have ensured that ample stocks of personal protective equipment (PPE) and cleaning supplies are available for drivers and other personnel, adding additional costs to their operating budgets. Other drivers of increased costs include rapid testing of employees, increased fuel prices and costs associated with employees on sick leave due to exposure to or contraction of the COVID-19 virus. Furthermore, the impacts of inflation seen across the nation have not spared the transit industry, resulting in higher costs for tires, bus parts, and even office supplies.

To mitigate revenue losses and strengthen the RTAs' financial sustainability, the Commonwealth increased SCA funding in FY2021, including additional funding for the Discretionary Grant Program, which many systems utilized to test innovative service delivery models in response to the pandemic (Figure 16).

In FY2022, the RTAs again received an overall increase in SCA due to the absorption of the funds previously reserved for the Discretionary Grant Program. Significant federal COVID-19 relief funding continues to offset RTAs' reduced fare revenues and pandemic-related cost increases. (See *Appendix D* for additional detail on COVID-19 relief funding allocations from FFY2020 and FFY2021). The federal Infrastructure Investment and Jobs Act (IIJA) also provided additional federal dollars, as well as significant competitive grant opportunities, to RTAs over the next five years to increase public transit investment and support COVID-19 recovery. The expected IIJA transit funding to Massachusetts RTAs over five years is approximately $591,000,000.[57] With this increased funding, RTAs have continued to avoid employee layoffs and furloughs and to deliver the critical services that their regions depend on.

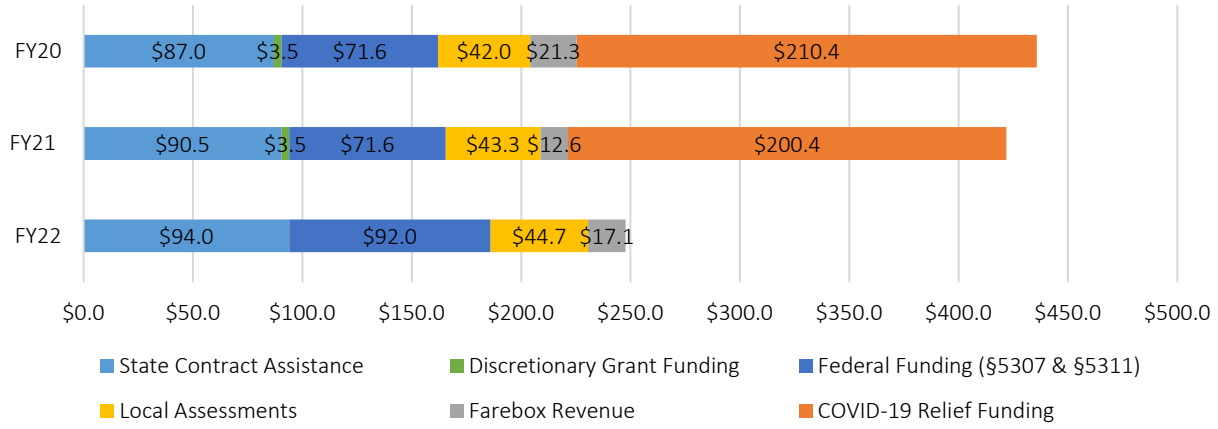


Figure 16: FY2020 through FY2022 operating revenues, including COVID-19 relief funding.

Some transit agencies have chosen to use their COVID-19 relief funding to operate fare free transit. According to some national studies, fare free transportation can support local economic opportunities, promote equity by providing additional benefits to low-income individuals, including youth and students, secure easier access to school and jobs, and encourage ridership by eliminating the need to purchases a pass or find cash for a fare.[58] Furthermore, fare free operations can help to cut operational costs for agencies by removing the need for fare collection equipment and associated technology, streamlining the boarding process, and increasing safety by reducing the chance of confrontations between bus operators and riders.[59] Some operators are using fare free opportunities as a way to entice riders back to public transportation services following the pandemic.[60]

In Massachusetts, some RTAs have made the local decision to operate fare free in some capacity. While some RTAs operate fare free systemwide, others have targeted fare free services to certain days, or for defined populations such as seniors. A critical consideration in providing "fare free" transit is the negative financial impact of fare revenue loss, and transit systems typically must secure a replacement revenue source when eliminating fares. In addition to the use of federal COVID Relief funds, the Commonwealth's

[57] American Public Transportation Association. January 1, 2022. Bipartisan Infrastructure Law: Estimated State-by-State Public Transit Formula Apportionments. (https://www.apta.com/wp-content/uploads/APTA_IIJA_Public_Transit_State-by-State_Formula_Apportionment_Table_01-01-2022.pdf)

[58] "The State of America's Free Transit Programs." Planetizen. July 25, 2022. (https://www.planetizen.com/features/117977-state-americas-free-transit-programs).

[59] "The State of America's Free Transit Programs." Planetizen. July 25, 2022. (https://www.planetizen.com/features/117977-state-americas-free-transit-programs).

[60] Bergal, Jenni. "Transit Agencies Dangle Discounts and Perks to Woo Riders." Pew Charitable Trusts Stateline, June 13, 2022. (https://www.pewtrusts.org/en/research-and-analysis/blogs/stateline/2022/06/13/transit-agencies-dangle-discounts-and-perks-to-woo-riders).

FY2023 budget provided $2.5 million to RTAs to pilot means-tested, discounted or fare free transit programs. MassDOT recently approved funding for the 15 RTAs to operate fare free fixed route and ADA paratransit services for the 2022 holiday season. Branded as *Try Transit,* the pilot will encourage new customers to try RTA services and show appreciation for existing customers during the holiday season, as well as support local economies and employment. MassDOT and the RTAs will evaluate the program upon its completion. Important evaluation factors will be the impact of fare free services on ridership and finances.

MassDOT and the RTAs will maintain a strong focus on financial planning to maximize available federal, state, and local resources. Importantly, a new requirement for FY2022 and FY2023 includes a submission of each RTA's three-to-five-year financial plan, a document that is updated annually and provided to FTA during a transit agency's triennial review. The FTA requires all recipients of Federal funds to prepare this document as a demonstration of financial capacity. MassDOT's review of the financial plans provides a comprehensive look at each RTA's sources and uses, including projected use of COVID-19 relief funds. Given the continued unpredictability in ridership levels and inflated operated costs, financial predictions for the future remain uncertain. For the most part, RTAs still rely on the COVID-19 relief funds, though this reliance will decrease with continued drawdown over the course of the next three to five years. Increases in federal funding through IIJA, particularly through large increases in competitive discretionary grant programs, can provide RTAs with opportunities to mitigate potential funding gaps. MassDOT and the RTAs will continue to monitor spending projections for the out-years of each financial plan, as the state's economy and ridership base stabilizes from the past two years' uncertainties.

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. RTAs have used real time data to adjust and optimize services in response to shifting customer demand and community needs. To support public health goals, the RTAs have 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 heaters to warm riders waiting at bus stops. RTAs continue to utilize enhanced cleaning protocols for vehicles and common areas. Many systems have also utilized extensive marketing techniques, educational campaigns and informative flyers posted on buses that remind riders of virus transmission prevention techniques.

Now, as we have moved to a "new normal," the RTAs are redoubling their efforts on recovery. Guided by their 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. Examples include the purchase of Automated Passenger Counters (APCs), planning and feasibility studies for network redesign, adjustment of route frequency or route design, and the expansion of flexible transit options. Some RTAs have introduced microtransit solutions in response to shifting demand, a trend that is seeing an increasing emphasis in the transit industry.[61] RTAs continue to work closely with local businesses, educational institutions, and other stakeholders, including Councils on Aging (COAs), to further address customer needs and attract new revenues. Several systems have launched online or media-based public outreach campaigns to advertise transit services as a safe and viable transportation option, while working to improve system websites to provide better, more timely information. Others have deployed real-time vehicle tracking platforms, either through mobile apps or "smart" signs at intermodal facilities, to provide customers with information on bus arrival and

[61] Mass Transit Magazine. October 25, 2022. "New Mineta perspective argues microtransit a great idea for transit's post-pandemic recovery." (https://www.masstransitmag.com/alt-mobility/shared-mobility/press-release/21284931/mineta-transportation-institute-mti-new-mineta-perspective-argues-microtransit-a-great-idea-for-transits-postpandemic-recovery).

departures. Many systems have expanded fare payment options, including the use of mobile apps, to provide even greater flexibility to the rider. In addition, RTAs have continued to implement state of good repair asset replacement goals, with the purchase of electric and low emission buses in support of the Commonwealth's climate change mitigation goals, the replacement or upgrade of bus maintenance facilities, and station improvements.

One continuing challenge 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. Exacerbated by the COVID-19 pandemic, transit agencies are struggling with both recruitment and retention, particularly for skilled or "trainable" positions. Positions that require a Commercial Driver's License (CDL), which entail considerable training and expense to acquire, and maintenance technicians are proving to be the most difficult positions to fill.[62] Furthermore, the workforce is aging, and retirement of employees has played a key role in the shortage of bus drivers.[63] For seasonal systems, workforce availability has also been hampered by housing availability and associated costs. 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, while also making it difficult to plan or prepare for new services.[64] On the demand response side, some systems are providing essential paratransit trips only, reducing the beyond-ADA service that many RTAs choose to provide.

A direct result from the lack of available workforce, RTAs are seeing increases in overtime in current drivers to meet current schedules, which has had a negative impact on operating costs. A few RTAs have even reported pulling staff from dispatch, oversight, or administrative offices to covers runs and ensure continued service. Others have transitioned low ridership routes from large buses to smaller vehicles, which are generally less expensive and typically do not require a CDL. Some systems have reported making tweaks to fixed route schedules to prioritize peak times or demographics (e.g., high school or university students) to best utilize the available workforce in a cost-effective manner while allowing for efficient onboarding of new drivers as they are hired. Still, operator burnout is a major concern, as employees that remain are stretched thin.

RTAs continue to implement new 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. Some systems have reported success by using streamlined web-based applications as a recruitment strategy. Industry leader recommendations for responding to this issue include working with community colleges, non-profit agencies, and technical schools to both develop and recruit employees, establishing second chance programs for formerly incarcerated individuals, and improving the overall hiring process.[65] [66] [67] Some

[62] 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).
[63] TransitCenter. July, 2022. Bus Operators in Crisis: The Steady Deterioration of One of Transit's Most Essential Jobs, and How Agencies Can Turn Things Around. (https://www.transitworkforce.org/wp-content/uploads/2022/08/Bus-Operators-in-Crisis_RGB_Interactive-1.pdf)
[64] 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)
[65] Federal Transit Administration. 2022. "COVID-19 Recovery Practices in Transit." (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-06/COVID-19-Recovery-Practices-in-Transit-20220630-v11.pdf)
[66] Transit Workforce Center. August 2022. "Transit Recruitment and Second Chance Programs." (https://www.transitworkforce.org/resource_library/transit-recruitment-and-second-chance-programs/)
[67] TransitCenter. July, 2022. Bus Operators in Crisis: The Steady Deterioration of One of Transit's Most Essential Jobs, and How Agencies Can Turn Things Around. (https://www.transitworkforce.org/wp-content/uploads/2022/08/Bus-Operators-in-Crisis_RGB_Interactive-1.pdf)

RTAs have reported success in using targeted recruitment to retiring or retired teachers, firefighters, police, and school bus drivers. Ultimately, the sector will need to make transportation employment opportunities more attractive, particularly to younger potential employees. This includes designing competitive wages, opportunities for advancement, and flexible scheduling.[68]

In addition to the post-pandemic challenges related to workforce shortages, uncertainty remains regarding 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 demand for public transit services. A report released by the S&P Global Ratings predicts that U.S. transit agencies will only recover about 75% of pre-pandemic levels of ridership by 2025 as a result of the increase in remote or hybrid work opportunities.[69] An analysis conducted by the National Bureau of Economic Research predicts that, as we fully emerge from the pandemic era, almost 20% of full workdays will be conducted remotely (four times the pre-pandemic level) as the desire to work from home continues to shape a new age of employment.[70]

As agencies continue to move forward in the wake of the pandemic, the FTA has provided the following guidance for opening, restoring, and expanding transit service[71]:

- 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.

Both S&P and the American Public Transportation Association (APTA) recommend that agencies will need to adjust their operations (i.e., service levels, headcounts, and route schedules) beyond the traditional 9-to-5 mindset.[72] The flattening of traditional peak travel times related to increased flexibility in typical employment opportunities provides a new opportunity for transit agencies to redesign their services. By adding additional service during off-peak hours to provide a more consistent span of service geared to the every-day user, rather than the weekday commuter, transit agencies can better serve riders making non-work-related trips.[73] Agencies can also change their focus from commuter-oriented routes to more

[68] American Public Transportation Association (APTA). October 10, 2022. "Transit Workforce Shortage: Root Causes, Potential Solutions, and the Road Ahead." (https://www.apta.com/news-publications/press-releases/releases/transit-workforce-shortage-root-causes-potential-solutions-and-the-road-ahead/)
[69] S&P Global Ratings. "U.S. Transportation Infrastructure Transit Sector Update And Medians: Long-Term Funding Decisions Loom for Many Mass Transit Operators." September 8, 2022. (https://www.spglobal.com/ratings/en/research/articles/220908-u-s-transportation-infrastructure-transit-sector-update-and-medians-long-term-funding-decisions-loom-for-man-12492910).
[70] Barrero, J.M., Bloom, N., Davis, S.J. 2021. Why Working From Home Will Stick. National Bureau of Economic Research.
[71] Federal Transit Administration. 2021. "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)
[72] Schaper, David. "Public transit is having a slow comeback after the pandemic." NPR News. September 11, 2022. (https://www.npr.org/2022/09/11/1122250673/public-transit-is-having-a-slow-comeback-after-the-pandemic).
[73] OPMI Data Blog. "Just How "Peaky" are (Pre-Pandemic) Peaks in Demand?" (https://massdottracker.com/datablog/?p=1200).

community-centric routes, providing residents with more frequent service and access to points of interest within their own community.[74] In theory, this movement away from traditional commuter-based service models could entice new ridership, reduce operating costs, and appeal to potential employees looking for more conventional work hours.

A notable transition to more flexible transit options can be seen in the deployment of microtransit services. Microtransit fills the gap between traditional fixed routes, provides even greater flexibility than demand-responsive services, connects riders to the larger transit network and improves 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 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 a state funded Discretionary Grant Program provided by the FY2019 through FY2021 state budgets). 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, with microtransit services to increase the efficiency of service delivery or are utilizing microtransit to fill empty seats on demand response vehicles to improve overall efficiency.

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.[75] One recommendation 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.[76] [77] The FTA report also encouraged public transit agencies to leverage partnerships to develop innovative solutions for fare programs and trip bundling. Similarly, it is suggested that providers work with organizations creating digital technologies and implement data-driven planning and operations platforms.[78] Finally, the FTA calls on transit providers to use pandemic recovery as a chance to address 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, focusing on 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.[79]

---

[74] 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).
[75] 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)
[76] Politico. "Policy Hackathon: Can Public Transit Recover from Covid-19?" (https://www.politico.com/news/2021/05/27/covid-public-transit-hackathon-489983)
[77] 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)
[78] 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)
[79] 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).

Performance Metric Analysis

Unlinked Passenger Trips (UPT)

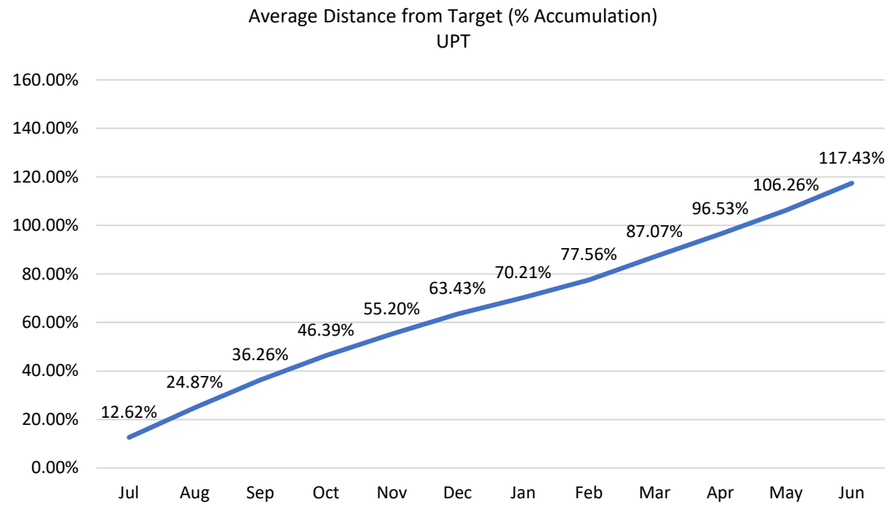
Unlinked Passenger Trips (UPT): this metric represents the total passenger boardings across an agency's operations, no matter how many vehicles the person may have used to travel from origin to destination. UPT is critical to understanding ridership trends and travel demand. Because the target value 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.

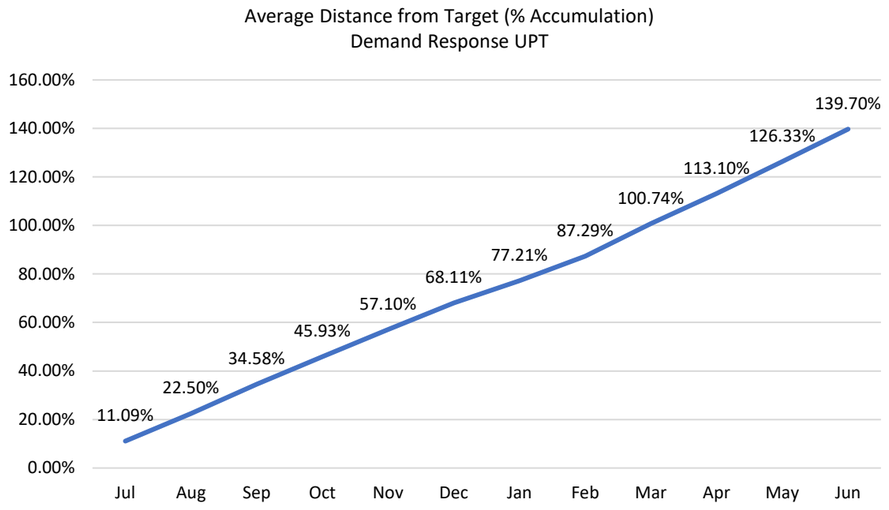
FY22 Fixed Route Unlinked Passenger Trips (UPT)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	602,618	106,503	114,179	122,255	342,937	119,181	114,880	112,333	346,394	87,734	95,386	124,451	306,806	122,734	124,352	128,606	375,692	**1,372,594**	1,318,363	104.11%
BRTA	162,542	32,151	29,371	35,296	96,818	33,802	29,117	32,295	95,214	27,179	26,783	35,434	89,396	36,421	35,187	38,885	110,493	**391,921**	419,635	93.40%
CATA	68,541	17,592	17,826	19,252	54,670	17,651	15,462	14,995	48,108	12,934	12,630	16,915	42,479	15,907	11,480	8,507	35,894	**181,151**	70,000	258.79%
CCRTA	440,278	67,433	65,798	38,182	171,413	27,219	24,446	23,424	75,089	22,270	22,095	34,180	78,545	30,198	40,794	53,559	124,551	**449,598**	610,171	73.68%
FRTA	33,046	3,929	3,578	3,732	11,239	4,202	5,427	3,057	12,686	4,313	4,247	5,534	14,094	5,746	6,386	6,623	18,755	**56,774**	112,324	50.54%
GATRA	358,565	28,707	30,088	32,842	91,637	31,263	32,526	32,006	95,795	26,488	27,157	36,504	90,149	33,576	37,933	35,919	107,428	**385,009**	469,915	81.93%
LRTA	259,717	51,672	50,590	74,855	177,117	75,505	69,606	59,225	204,336	46,700	49,181	64,627	160,508	57,107	55,435	48,847	161,389	**703,350**	535,017	131.46%
MART	127,580	19,836	17,528	28,267	65,631	28,086	23,001	23,239	74,326	19,977	21,854	29,137	70,968	30,374	28,659	27,836	86,869	**297,794**	306,192	97.26%
MeVa	449,863	103,623	105,371	104,668	313,662	100,253	96,046	92,389	288,688	71,250	73,415	102,364	247,029	105,989	116,326	126,343	348,658	**1,198,037**	989,699	121.05%
MWRTA	103,098	13,016	12,776	14,456	40,248	25,498	21,080	18,427	65,005	14,393	20,655	20,498	55,546	19,607	15,207	13,691	48,505	**209,304**	257,745	81.21%
NRTA	86,807	61,311	55,114	26,046	142,471	10,898	5,058	4,405	20,361	2,406	2,636	3,336	8,378	6,018	13,298	36,425	55,741	**226,951**	150,000	151.30%
PVTA	3,827,000	340,764	374,758	671,524	1,387,046	667,327	559,154	467,902	1,694,383	362,487	536,660	627,412	1,526,559	628,367	453,903	389,114	1,471,384	**6,079,372**	5,100,000	119.20%
SRTA	798,428	142,599	143,433	180,525	466,557	181,158	176,722	167,108	524,988	145,621	147,477	194,487	487,585	173,140	188,201	175,657	536,998	**2,016,128**	1,999,927	100.81%
VTA	316,280	150,322	148,576	91,910	390,808	51,772	28,848	25,086	105,706	18,283	20,265	26,891	65,439	37,138	63,062	110,061	210,261	**772,214**	500,000	154.44%
WRTA	1,042,306	243,997	225,620	252,790	722,407	255,154	243,734	253,379	752,267	201,017	213,447	274,942	689,406	272,891	303,262	324,517	900,670	**3,064,750**	2,154,637	142.24%

FY22 Demand Response Unlinked Passenger Trips (UPT)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	28,915	7,364	8,471	8,397	24,232	7,727	8,628	8,513	24,868	7,186	7,496	9,833	24,515	8,841	9,179	9,390	27,410	**101,025**	60,000	168.38%
BRTA	6,536	1,486	1,423	1,552	4,461	1,538	1,375	1,601	4,514	1,437	1,459	1,940	4,836	1,751	1,846	2,012	5,609	**19,420**	15,465	125.57%
CATA	7,533	3,294	3,391	3,357	10,042	2,860	2,679	3,146	8,685	2,478	2,502	3,626	8,606	3,039	2,970	3,060	9,069	**36,402**	17,500	208.01%
CCRTA	149,680	13,455	12,794	13,380	39,629	12,220	12,835	12,575	37,630	10,106	11,357	14,933	36,396	13,248	14,020	13,186	40,454	**154,109**	369,368	41.72%
FRTA	12,604	1,928	2,078	1,899	5,905	1,958	1,806	1,746	5,510	1,592	1,888	2,405	5,885	2,215	2,436	2,405	7,056	**24,356**	21,633	112.59%
GATRA	135,833	15,327	18,653	17,829	51,809	16,728	17,981	17,838	52,547	14,397	15,962	20,947	51,306	19,654	19,941	20,107	59,702	**215,364**	226,613	95.04%
LRTA	22,041	5,793	5,685	6,503	17,981	6,505	6,067	6,104	18,676	5,443	5,341	7,008	17,792	6,040	6,199	5,819	18,058	**72,507**	45,625	158.92%
MART	65,547	17,853	19,239	19,627	56,719	20,038	18,907	19,083	58,028	15,647	16,120	21,452	53,219	18,939	20,488	19,636	59,063	**227,029**	196,641	115.45%
MeVa	20,206	4,913	4,930	5,239	15,082	4,723	4,808	5,238	14,769	4,305	4,646	6,424	15,375	5,844	5,751	5,946	17,541	**62,767**	48,494	129.43%
MWRTA	29,970	7,834	8,596	9,906	26,336	10,423	10,467	9,915	30,805	7,865	8,915	11,477	28,257	10,948	10,798	9,243	30,989	**116,387**	76,000	153.14%
NRTA	371	112	111	117	340	100	90	66	256	50	78	106	234	112	148	164	424	**1,254**	400	313.50%
PVTA	115,000	11,035	12,000	12,453	35,488	12,746	11,824	12,118	36,688	10,656	11,329	14,673	36,658	13,590	13,658	13,992	41,240	**150,074**	169,000	88.80%
SRTA	34,724	7,051	6,878	7,234	21,163	7,354	7,111	7,089	21,554	6,001	6,219	7,551	19,771	6,841	6,602	7,083	20,526	**83,014**	66,711	124.44%
VTA	1,639	555	526	662	1,743	580	702	660	1,942	533	621	828	1,982	754	827	728	2,309	**7,976**	5,000	159.52%
WRTA	46,779	7,678	7,511	8,598	23,787	7,998	8,150	8,568	24,716	6,828	6,850	9,572	23,250	8,516	8,595	8,915	26,026	**97,779**	96,777	101.04%

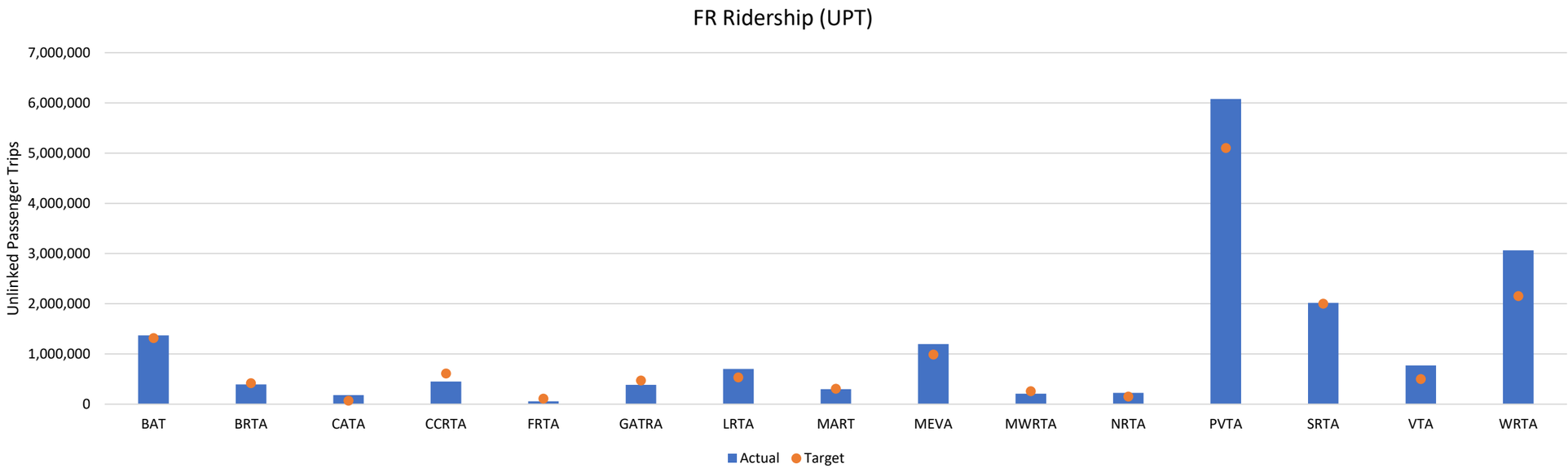
FY22 Commuter Bus Unlinked Passenger Trips (UPT)																			
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
CATA	0	69	41	77	187	83	96	95	274	83	65	96	244	63	125	791	979	**1,684**	2,500	67.36%
MeVa	0	99	35	100	234	165	300	279	744	188	265	394	847	424	598	534	1,556	**3,381**	22,210	15.22%

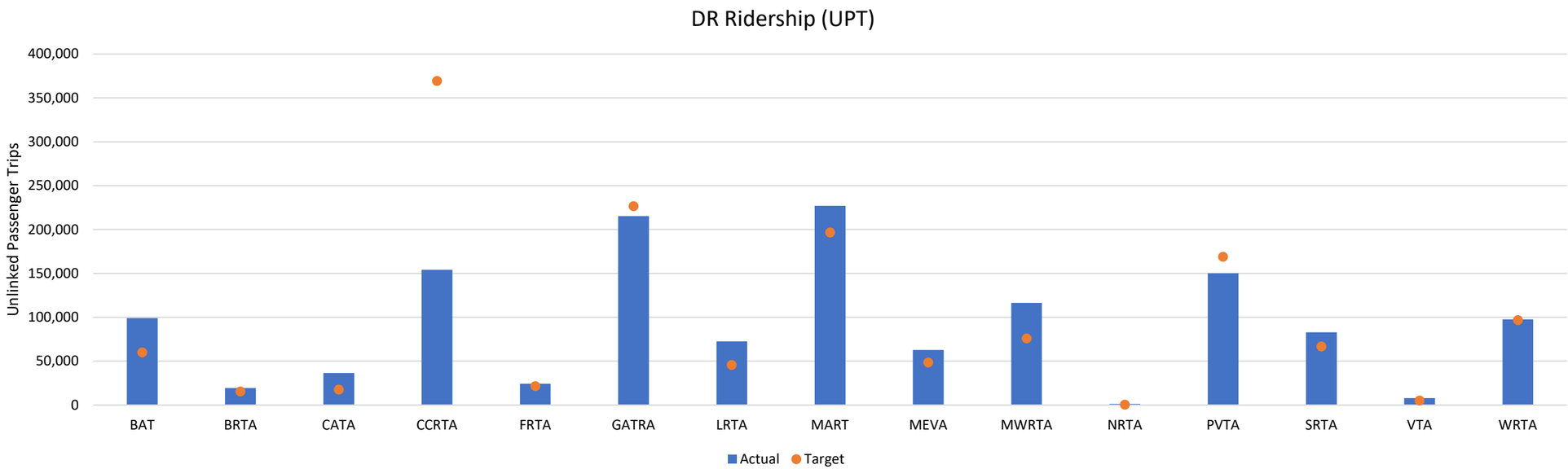
FY22 Demand Taxi Unlinked Passenger Trips (UPT)																			
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
MART	5,220	18,519	17,798	17,935	54,252	17,933	17,866	19,135	54,934	18,074	18,039	22,444	58,557	21,538	22,338	22,329	66,205	**233,948**	233,948	100.00%





Though the COVID-19 pandemic continued to impact RTA ridership in FY2022, RTAs had much better success in reaching their ridership targets by the close of the fiscal year than previous fiscal years. Nine out of fifteen systems exceeded their fixed route target, while twelve out of fifteen exceeded their demand response target. With a few exceptions, those that did not achieve their targets were much closer to reaching their projections than in FY2021. This notable success in regaining projected ridership is likely attributable to the large number of essential front-line workers who continued to report to work in an in-person capacity. The demand response mode far exceeded RTA expectations, with RTAs on average meeting their target between February and March. On average per month, the RTAs gained 9.79% in fixed route ridership and 11.69% in demand response ridership. At the close of FY2022, the RTAs had accumulated on average of 117.43% and 139.70% of their fixed route and demand response targets, respectively.


FR Ridership (UPT)
Unlinked Passenger Trips
7,000,000
6,000,000
5,000,000
4,000,000
3,000,000
2,000,000
1,000,000
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR Ridership (UPT)
Unlinked Passenger Trips
400,000
350,000
300,000
250,000
200,000
150,000
100,000
50,000
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

UPT / Vehicle Revenue Mile (VRM)

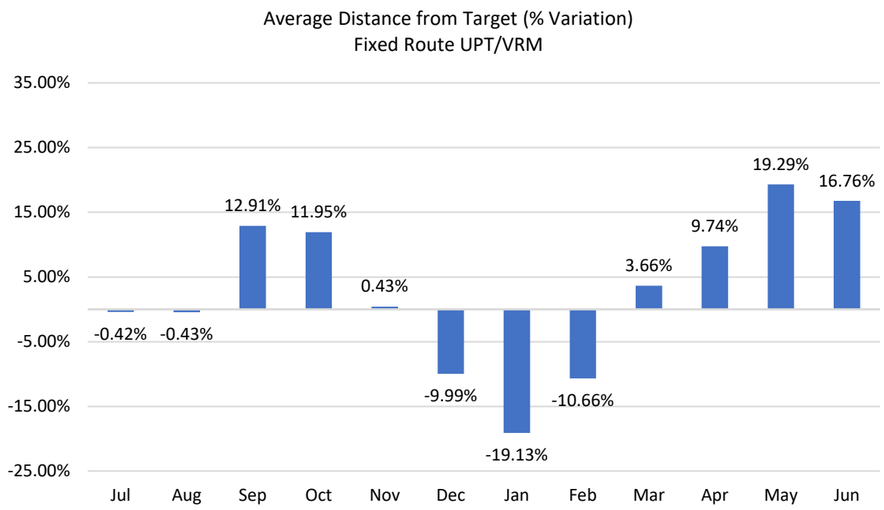
Unlinked Passenger Trips per Revenue Mile (UPT / VRM): This metric is a measure of productivity and is helpful to understand ridership activity on a per mile basis and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total 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.

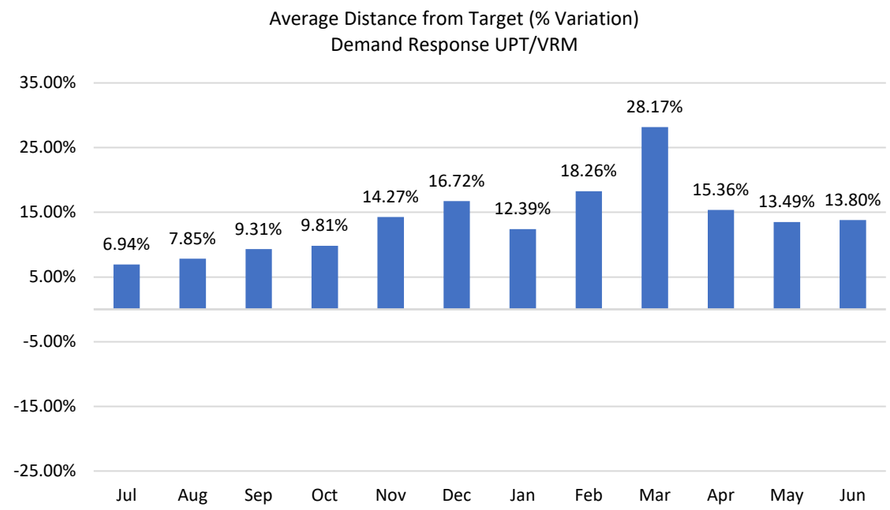
FY22 Fixed Route UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	1.070	1.161	1.215	1.280	1.219	1.220	1.210	1.409	1.272	0.958	1.004	1.168	1.046	1.258	1.358	1.370	1.327	**1.215**	1.070	13.54%
BRTA	0.358	0.418	0.380	0.544	0.442	0.525	0.467	0.453	0.481	0.412	0.408	0.474	0.433	0.512	0.510	0.541	0.521	**0.469**	0.467	0.44%
CATA	0.360	0.418	0.450	0.507	0.457	0.493	0.437	0.397	0.442	0.374	0.391	0.551	0.436	0.573	0.557	0.377	0.506	**0.456**	0.310	47.18%
CCRTA	0.286	0.360	0.349	0.265	0.330	0.219	0.193	0.174	0.195	0.179	0.190	0.255	0.210	0.242	0.312	0.367	0.310	**0.267**	0.495	-45.93%
FRTA	0.140	0.162	0.139	0.154	0.152	0.147	0.194	0.101	0.146	0.156	0.162	0.191	0.170	0.206	0.317	0.292	0.265	**0.181**	0.280	-35.52%
GATRA	0.264	0.300	0.314	0.354	0.322	0.342	0.347	0.323	0.337	0.296	0.311	0.364	0.325	0.365	0.409	0.389	0.388	**0.343**	0.344	-0.39%
LRTA	0.460	0.466	0.483	0.729	0.557	0.730	0.690	0.545	0.653	0.610	0.650	0.745	0.672	0.714	0.710	0.612	0.678	**0.635**	0.470	35.07%
MART	0.365	0.297	0.248	0.409	0.317	0.414	0.350	0.355	0.374	0.323	0.334	0.412	0.359	0.429	0.386	0.381	0.398	**0.362**	0.410	-11.61%
MeVa	0.630	0.799	0.814	0.874	0.828	0.881	0.858	0.770	0.835	0.649	0.681	0.795	0.713	0.911	0.985	1.021	0.973	**0.838**	0.690	21.49%
MWRTA	0.198	0.146	0.167	0.164	0.158	0.300	0.261	0.210	0.256	0.190	0.249	0.233	0.225	0.235	0.198	0.177	0.204	**0.211**	0.234	-9.87%
NRTA	0.309	1.040	0.940	0.905	0.974	0.637	0.331	0.278	0.422	0.157	0.180	0.210	0.183	0.405	0.683	0.926	0.757	**0.723**	0.600	20.45%
PVTA	0.863	0.919	1.010	1.545	1.179	1.510	1.365	1.176	0.351	1.016	1.395	1.482	1.310	1.511	1.208	1.113	1.290	**1.285**	1.041	23.43%
SRTA	1.040	1.004	1.035	1.262	1.102	1.285	1.285	1.173	1.247	1.072	1.177	1.329	1.197	1.286	1.364	1.283	1.311	**1.213**	1.250	-2.92%
VTA	0.669	1.023	1.100	0.850	1.002	0.840	0.508	0.413	0.590	0.323	0.385	0.456	0.389	0.534	0.939	1.028	0.863	**0.787**	0.800	-1.63%
WRTA	1.173	1.484	1.387	1.496	1.456	1.509	1.475	1.434	1.472	1.235	1.380	1.514	1.381	1.609	1.790	1.860	1.754	**1.517**	1.200	26.46%

FY22 Demand Response UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	0.170	0.201	0.215	0.220	0.212	0.216	0.216	0.208	0.213	0.208	0.219	0.263	0.231	0.218	0.222	0.222	0.221	**0.219**	0.160	36.93%
BRTA	0.098	0.108	0.108	0.103	0.106	0.114	0.112	0.105	0.110	0.108	0.109	0.115	0.111	0.111	0.108	0.102	0.107	**0.108**	0.106	2.53%
CATA	0.150	0.202	0.196	0.194	0.197	0.180	0.181	0.195	0.185	0.177	0.177	0.192	0.183	0.177	0.183	0.177	0.179	**0.186**	0.130	43.26%
CCRTA	0.105	0.143	0.140	0.133	0.138	0.134	0.139	0.138	0.137	0.133	0.140	0.138	0.137	0.141	0.145	0.146	0.144	**0.139**	0.114	22.52%
FRTA	0.130	0.112	0.106	0.103	0.107	0.118	0.111	0.105	0.111	0.112	0.123	0.267	0.152	0.104	0.096	0.118	0.105	**0.116**	0.110	5.26%
GATRA	0.133	0.140	0.162	0.145	0.149	0.144	0.140	0.144	0.143	0.138	0.141	0.145	0.142	0.146	0.136	0.143	0.142	**0.144**	0.143	0.64%
LRTA	0.140	0.171	0.167	0.168	0.169	0.176	0.170	0.168	0.171	0.160	0.160	0.161	0.161	0.158	0.160	0.168	0.162	**0.166**	0.140	18.26%
MART	0.117	0.138	0.140	0.140	0.139	0.144	0.144	0.147	0.145	0.141	0.150	0.149	0.147	0.150	0.150	0.148	0.149	**0.145**	0.140	3.52%
MeVa	0.090	0.091	0.098	0.097	0.095	0.101	0.098	0.097	0.099	0.092	0.094	0.096	0.094	0.099	0.095	0.094	0.096	**0.096**	0.100	-4.03%
MWRTA	0.127	0.122	0.117	0.131	0.123	0.136	0.168	0.162	0.154	0.158	0.175	0.173	0.169	0.174	0.162	0.139	0.158	**0.150**	0.128	16.61%
NRTA	0.130	0.132	0.136	0.143	0.137	0.145	0.155	0.210	0.162	0.192	0.197	0.182	0.189	0.160	0.151	0.172	0.161	**0.158**	0.140	12.84%
PVTA	0.087	0.093	0.092	0.092	0.092	0.091	0.090	0.092	0.091	0.091	0.091	0.094	0.092	0.093	0.091	0.092	0.092	**0.092**	0.087	6.24%
SRTA	0.130	0.127	0.127	0.130	0.128	0.127	0.127	0.129	0.128	0.127	0.143	0.126	0.131	0.124	0.124	0.125	0.124	**0.128**	0.130	-1.77%
VTA	0.078	0.077	0.078	0.102	0.085	0.088	0.130	0.130	0.114	0.121	0.143	0.140	0.135	0.145	0.141	0.129	0.138	**0.116**	0.100	15.93%
WRTA	0.122	0.140	0.134	0.140	0.138	0.132	0.145	0.145	0.140	0.133	0.137	0.143	0.138	0.145	0.142	0.141	0.142	**0.140**	0.120	16.43%

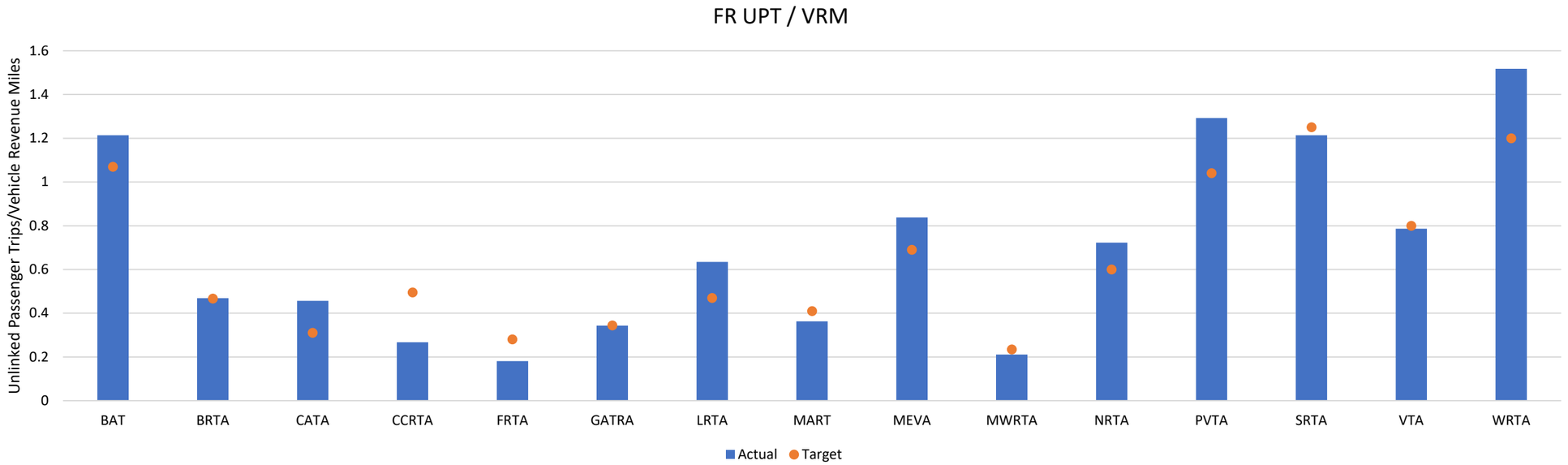
FY22 Commuter Bus UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
CATA	0.000	0.088	0.050	0.098	0.078	0.111	0.128	0.115	0.118	0.106	0.091	0.112	0.104	0.084	0.139	0.705	0.354	**0.171**	0.330	-48.12%
MeVa	0.000	0.069	0.078	0.074	0.073	0.110	0.200	0.169	0.160	0.132	0.186	0.228	0.185	0.283	0.380	0.324	0.329	**0.197**	0.260	-24.29%

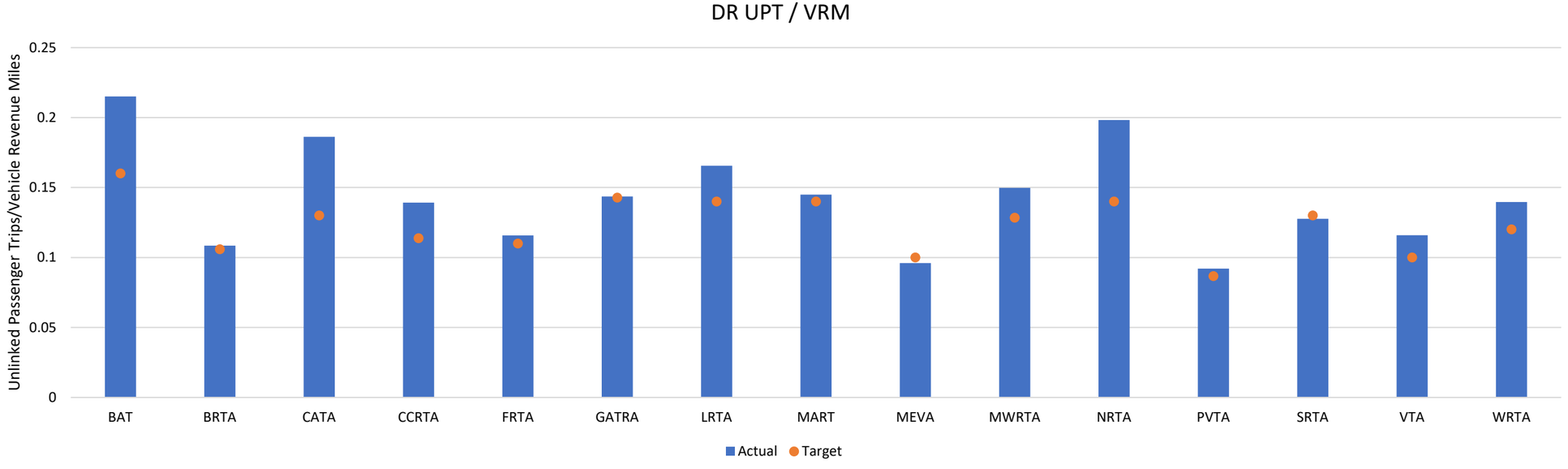
FY22 Demand Taxi UPT/VRM (Unlinked Passenger Trips / Vehicle Revenue Miles)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	0.184	0.076	0.074	0.075	0.075	0.075	0.075	0.076	0.076	0.082	0.086	0.086	0.085	0.085	0.085	0.085	0.085	**0.080**	0.080	0.23%





As with the ridership metric category, fixed route productivity in relation to vehicle revenue miles operated continued to be impacted by COVID-19 through FY2022, but also by typical seasonal trends in ridership behavior. Average productivity increased in Q1 and the start of Q2, with the arrival of college students on campus, but then decreased in the later part of Q2 and Q3, during the Omicron "third wave," when the average distance from the identified target dropped approximately 19% below the average target. Again, this can also be attributed to seasonal decreases in ridership due to colder months and inclement weather. As the Omicron wave subsided in the spring, the RTAs again exhibited positive trends in ridership. Demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length. On average, RTAs showed better productivity performance for this mode during the second half of the fiscal year.


FR UPT / VRM
Unlinked Passenger Trips/Vehicle Revenue Miles
1.6
1.4
1.2
1
0.8
0.6
0.4
0.2
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR UPT / VRM
Unlinked Passenger Trips/Vehicle Revenue Miles
0.25
0.2
0.15
0.1
0.05
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

UPT / Vehicle Revenue Hour (VRH)

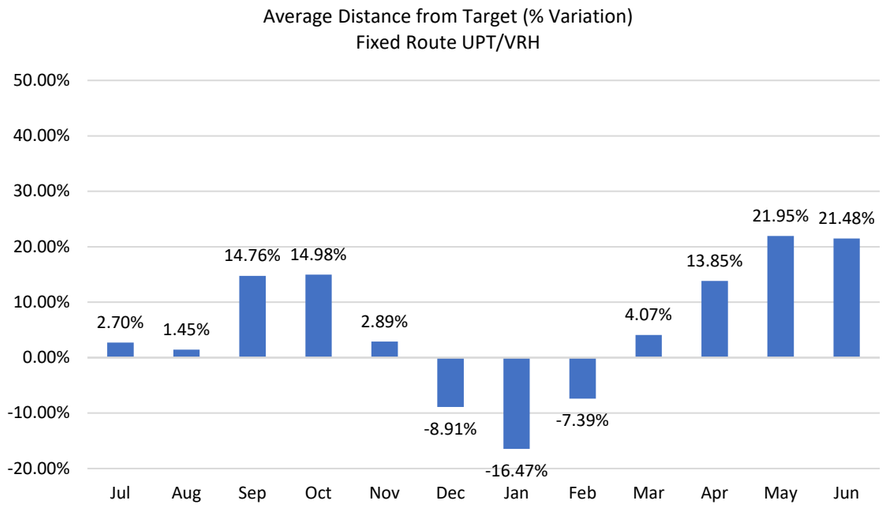
Unlinked Passenger Trips per Revenue Hour (UPT / VRH): This metric is a measure of productivity and is helpful to understand how intense ridership activity is on a per unit of time basis and is calculated by dividing the total number of revenue hours (the total number of hours a vehicle is in revenue 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.

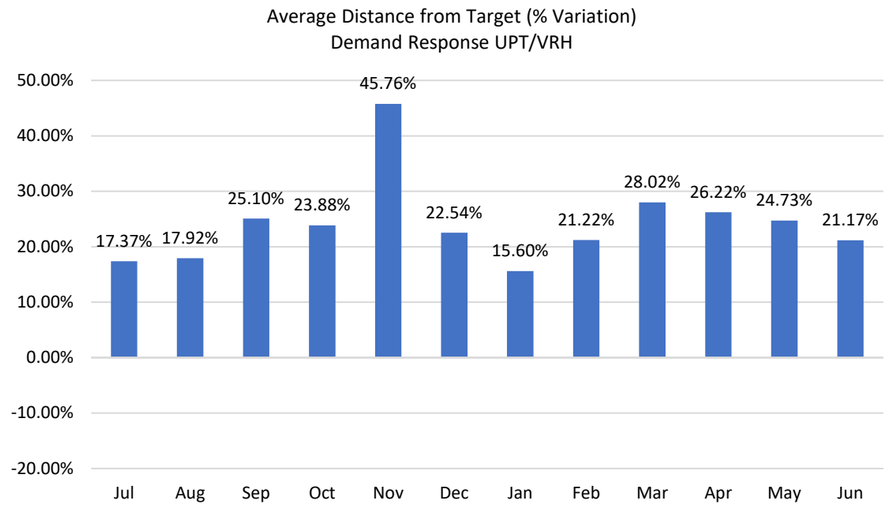
FY22 Fixed Route UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	14.710	15.280	16.141	16.989	16.146	15.952	15.909	15.413	15.760	12.853	13.341	15.674	13.999	15.863	17.719	18.325	17.255	**15.793**	14.530	8.70%
BRTA	6.324	7.494	6.819	9.881	7.956	9.546	8.494	8.203	8.730	7.432	7.340	8.542	7.805	9.235	9.194	9.751	9.396	**8.467**	8.221	2.99%
CATA	4.320	5.804	6.088	7.202	6.333	6.454	5.742	5.314	5.831	4.810	5.103	6.098	5.351	7.997	8.194	6.698	7.703	**6.145**	4.330	41.91%
CCRTA	5.114	6.467	6.288	5.016	6.014	4.243	3.747	3.402	3.788	3.499	3.705	4.955	4.085	4.696	6.013	7.020	5.975	**5.086**	5.985	-15.02%
FRTA	3.780	3.753	3.417	3.732	3.633	3.709	4.761	2.450	3.603	3.787	3.900	4.212	3.979	4.792	5.171	4.778	4.910	**4.062**	5.630	-27.85%
GATRA	4.959	5.545	5.796	6.521	5.949	6.271	6.475	6.061	6.266	5.464	5.675	6.683	5.972	7.026	7.526	7.273	7.279	**6.359**	6.259	1.59%
LRTA	6.760	6.775	7.001	10.372	8.025	10.436	9.851	7.782	9.325	9.084	9.733	11.135	10.033	10.847	10.825	9.386	10.352	**9.307**	6.960	33.73%
MART	5.614	5.086	4.279	6.221	5.234	6.306	5.340	5.577	5.749	5.042	5.409	6.020	5.526	6.327	6.260	6.311	6.299	**5.716**	6.615	-13.59%
MeVa	6.890	8.847	9.009	9.674	9.164	9.743	9.398	8.414	9.168	7.185	7.574	8.837	7.919	10.144	10.955	11.345	10.827	**9.279**	7.540	23.06%
MWRTA	2.789	2.305	2.202	2.306	2.272	4.180	3.419	2.943	3.509	2.702	3.674	3.078	3.155	3.114	2.785	2.697	2.881	**2.961**	3.289	-9.98%
NRTA	0.150	10.749	20.504	9.034	9.980	7.874	4.102	3.455	5.232	1.951	2.179	2.531	2.228	4.881	8.024	9.501	8.290	**7.922**	7.580	4.51%
PVTA	11.492	12.446	13.799	21.202	16.089	20.970	18.896	16.352	18.821	14.177	19.246	20.406	18.131	20.906	16.572	15.290	17.750	**17.707**	13.800	27.88%
SRTA	13.620	14.333	13.872	16.646	14.985	16.942	16.950	15.500	16.457	14.100	15.213	17.195	15.561	16.613	17.605	16.584	16.938	**15.992**	16.490	-3.02%
VTA	10.370	15.731	16.554	13.425	15.400	13.854	8.635	7.229	10.021	5.316	6.237	7.461	6.358	10.010	14.120	16.245	14.063	**12.624**	11.000	14.77%
WRTA	13.771	17.263	16.062	17.747	17.028	17.909	17.521	16.892	17.431	14.615	16.439	18.051	16.427	19.243	21.326	22.071	20.895	**17.959**	14.000	28.28%

FY22 Demand Response UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	1.150	1.811	1.994	1.969	1.926	1.921	2.145	1.919	1.992	1.848	2.001	2.035	1.966	1.898	2.040	2.119	2.017	**1.976**	1.200	64.69%
BRTA	0.913	1.293	1.325	1.456	1.356	1.437	1.359	1.212	1.326	1.257	1.156	1.267	1.229	1.256	1.297	1.278	1.277	**1.293**	1.005	28.65%
CATA	1.770	2.646	2.637	2.705	2.662	2.593	2.569	2.804	2.658	2.338	2.587	2.941	2.640	2.738	2.666	2.591	2.663	**2.656**	1.590	67.05%
CCRTA	1.224	1.758	1.738	1.897	1.796	1.826	1.843	1.692	1.784	1.471	1.678	1.722	1.631	1.744	1.824	1.773	1.781	**1.747**	1.645	6.25%
FRTA	1.320	1.799	1.733	1.612	1.712	1.659	1.534	1.505	1.567	1.512	1.675	1.682	1.630	1.568	1.365	1.603	1.502	**1.595**	1.350	18.12%
GATRA	1.496	1.823	2.018	1.874	1.907	1.869	1.854	1.775	1.831	1.521	1.669	1.841	1.687	1.883	1.815	1.883	1.860	**1.819**	1.819	0.04%
LRTA	1.810	2.085	2.004	2.191	2.095	2.281	2.289	2.336	2.301	2.191	2.116	2.133	2.145	2.266	2.223	2.395	2.291	**2.205**	1.840	19.86%
MART	1.707	2.142	2.176	2.216	2.179	2.252	2.286	2.299	2.278	2.190	2.330	2.401	2.314	2.284	2.420	2.262	2.322	**2.272**	1.968	15.41%
MeVa	1.290	1.553	1.656	1.721	1.642	1.794	1.698	1.638	1.705	1.534	1.570	1.702	1.612	1.740	1.585	1.583	1.633	**1.646**	1.540	6.90%
MWRTA	1.818	1.805	1.697	1.953	1.819	2.025	2.046	1.907	1.992	1.808	2.020	2.053	1.969	2.009	1.922	1.658	1.862	**1.910**	1.844	3.60%
NRTA	1.130	1.167	1.321	1.427	1.298	1.316	5.000	1.404	1.816	1.724	1.444	1.656	1.592	1.577	1.591	1.233	1.428	**1.481**	1.200	23.38%
PVTA	1.139	1.313	1.347	1.415	1.359	1.457	1.406	1.375	1.413	1.339	1.356	1.406	1.371	1.355	1.330	1.272	1.317	**1.363**	1.100	23.87%
SRTA	1.930	1.958	1.992	2.155	2.033	2.154	2.080	1.980	2.070	1.905	2.003	2.143	2.022	2.062	2.003	2.084	2.050	**2.044**	1.930	5.91%
VTA	1.103	1.419	1.139	1.599	1.376	1.480	1.777	1.803	1.684	1.448	1.837	1.869	1.725	2.027	1.983	1.643	1.874	**1.661**	1.200	38.44%
WRTA	1.757	2.130	2.006	2.146	2.095	2.067	2.204	2.202	2.157	2.003	2.011	2.126	2.054	2.196	2.167	2.177	2.180	**2.122**	1.820	16.61%

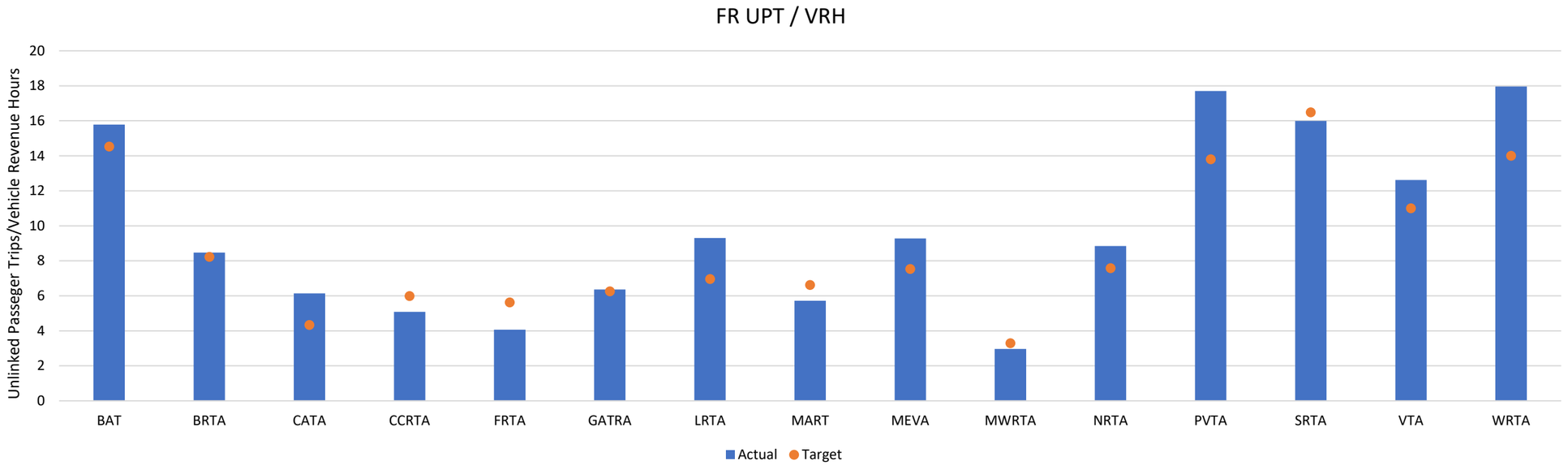
FY22 Commuter Bus UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
CATA	0.000	2.654	1.464	2.962	2.338	3.320	3.840	3.393	3.513	3.192	2.708	3.310	3.089	2.520	1.437	2.908	2.549	**2.712**	8.000	-66.10%
MeVa	0.000	1.179	1.346	1.266	1.238	1.875	3.409	2.876	2.725	2.238	3.155	3.901	3.149	4.818	6.500	5.505	5.617	**3.354**	4.590	-26.92%

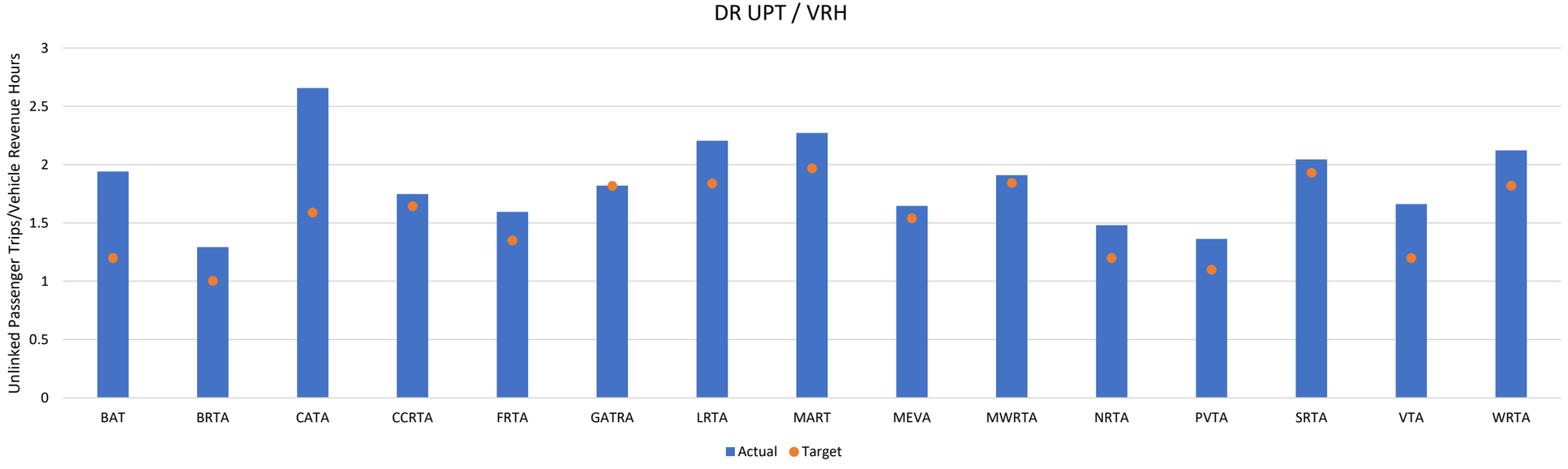
FY22 Demand Taxi UPT/VRH (Unlinked Passenger Trips / Vehicle Revenue Hours)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	4.677	3.262	3.176	3.170	3.203	3.195	3.173	3.211	3.194	3.322	3.482	3.498	3.437	3.527	3.507	3.526	3.520	**3.343**	3.343	0.08%





Fixed route and demand response productivity in relation to vehicle revenue hours virtually mirrored the performance demonstrated by the vehicle revenue miles metric, indicating that RTAs are returning to typical patterns in ridership, particularly for the fixed route mode. For fixed route, the average swing in variation from the target is stronger than the VRM metric, which may be due to variations in RTA service area size and the number of miles covered during revenue service, as the is more likely to vary from system to system than vehicles revenue hours. As previously noted, demand response productivity is more elastic than fixed route, though impacts from the pandemic are still noticeable in the achievement in this target. Again, RTAs demonstrated a greater achievement of productivity in the second half of the fiscal year.


FR UPT / VRH
Unlinked Passeger Trips/Vehicle Revenue Hours
20
18
16
14
12
10
8
6
4
2
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR UPT / VRH
Unlinked Passenger Trips/Vehicle Revenue Hours
3
2.5
2
1.5
1
0.5
0
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
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.

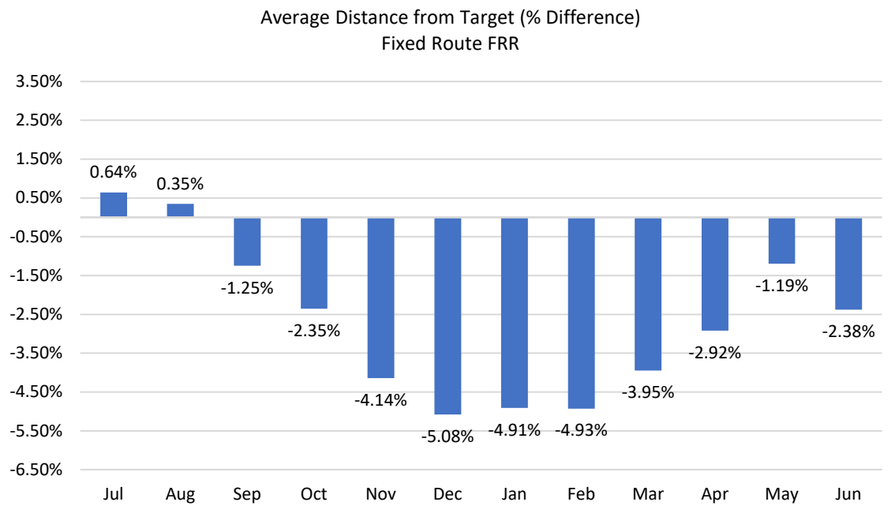
FY22 Fixed Route Farebox Recovery Ratio (FRR)				
RTA	Baseline	Actual	Target	Variance
BAT	8.32%	**13.39%**	11.17%	2.22%
BRTA	8.31%	**8.76%**	7.10%	1.66%
CATA	1.53%	**2.56%**	1.79%	0.77%
CCRTA	6.58%	**5.91%**	10.54%	-4.63%
FRTA	0.56%	**0.03%**	6.98%	-6.95%
GATRA	0.00%	**5.90%**	11.55%	-5.65%
LRTA	4.60%	**8.91%**	4.92%	3.99%
MART	6.18%	**7.44%**	8.50%	-1.06%
MeVa	5.39%	**3.38%**	5.66%	-2.28%
MWRTA	0.64%	**0.00%**	8.00%	-8.00%
NRTA	18.00%	**23.22%**	40.00%	-16.78%
PVTA	7.26%	**10.00%**	9.00%	1.00%
SRTA	0.00%	**8.77%**	8.10%	0.67%
VTA	33.69%	**29.71%**	24.50%	5.21%
WRTA	0.12%	**0.00%**	3.57%	-3.57%

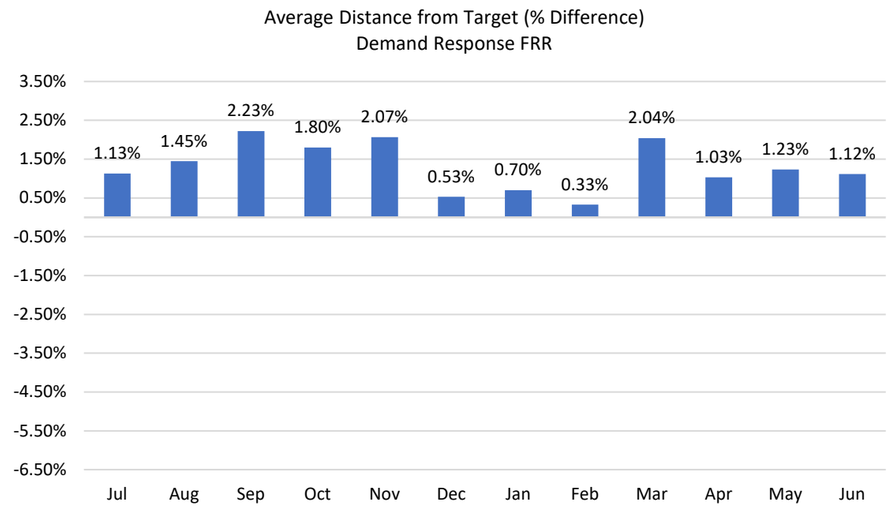
FY22 Demand Response Farebox Recovery Ratio (FRR)				
RTA	Baseline	Actual	Target	Variance
BAT	14.11%	**23.76%**	17.06%	6.70%
BRTA	6.32%	**9.20%**	6.45%	2.76%
CATA	1.56%	**5.43%**	1.76%	3.67%
CCRTA	3.72%	**5.78%**	7.05%	-1.27%
FRTA	4.18%	**4.08%**	11.00%	-6.92%
GATRA	7.56%	**4.13%**	5.65%	-1.52%
LRTA	3.02%	**3.55%**	3.92%	-0.37%
MART	14.34%	**20.32%**	16.49%	3.84%
MeVa	5.72%	**3.76%**	6.00%	-2.24%
MWRTA	0.05%	**0.02%**	2.00%	-1.98%
NRTA	0.33%	**0.31%**	0.35%	-0.04%
PVTA	3.26%	**6.84%**	6.00%	0.84%
SRTA	0.00%	**3.60%**	3.10%	0.50%
VTA	3.67%	**20.94%**	3.67%	17.27%
WRTA	0.03%	**0.00%**	3.57%	-3.57%

FY22 Commuter Bus Farebox Recovery Ratio (FRR)				
RTA	Baseline	Actual	Target	Variance
CATA	0.00%	**0.00%**	0.00%	0.00%
MeVa	0.00%	**7.01%**	43.85%	-36.84%

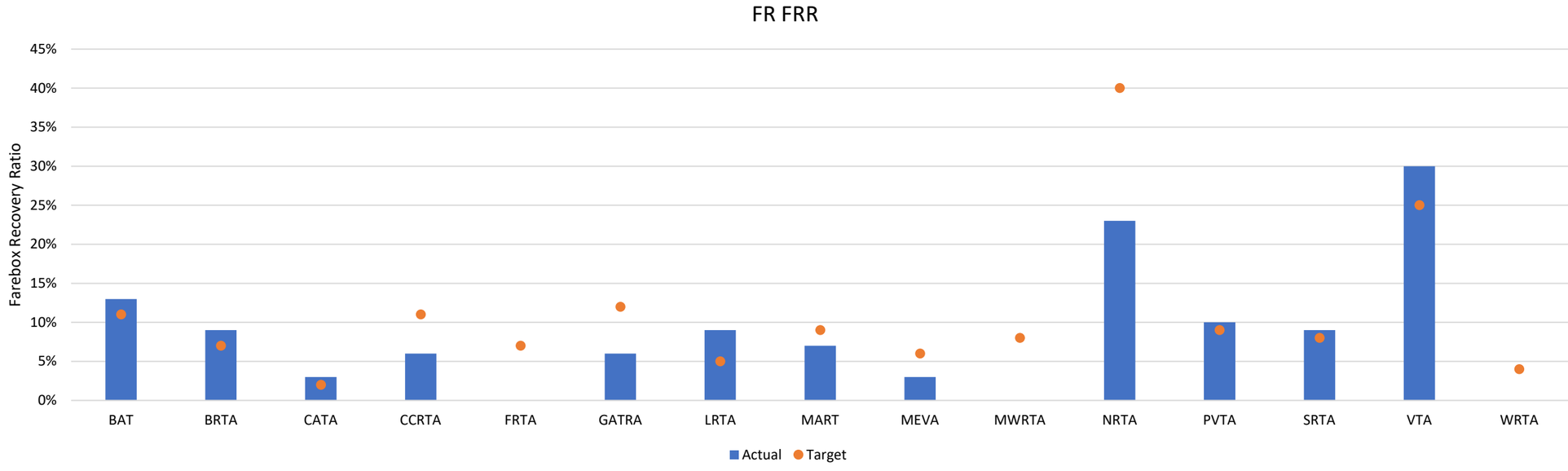
FY22 Demand Taxi Farebox Recovery Ratio (FRR)				
RTA	Baseline	Actual	Target	Variance
MART	3.73%	**0.68%**	1.00%	-0.32%

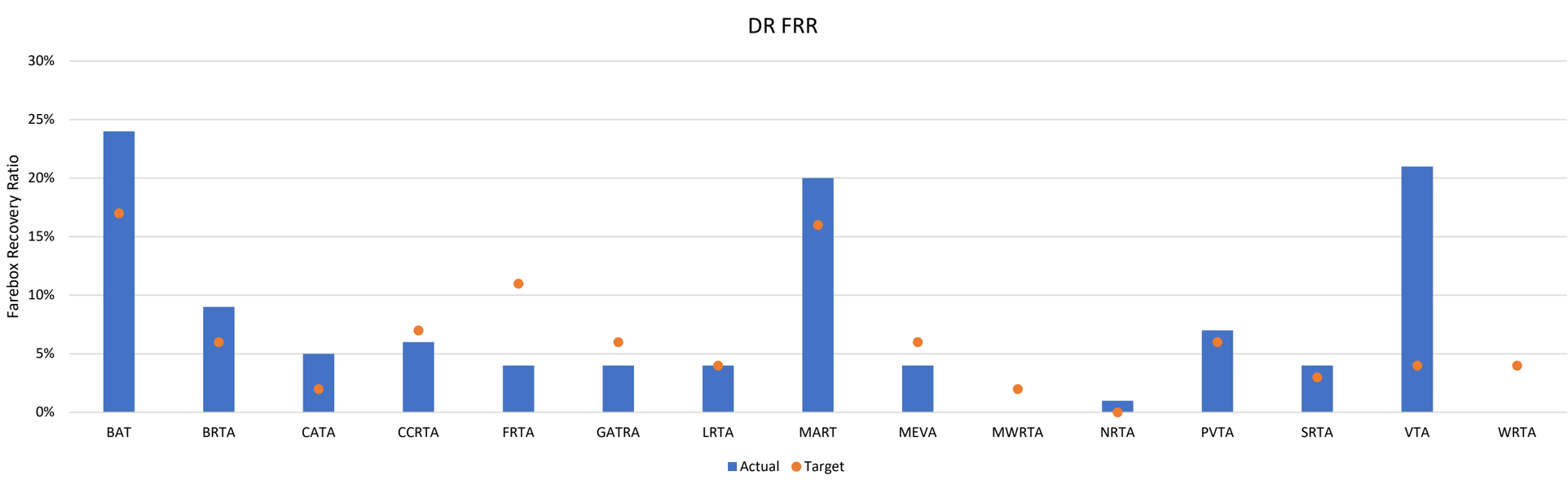
Notes:
FRTA's demand response data points include contracts with Area Agencies on Aging and supermarkets. CATA does not collect fares on service that is provided for the MBTA, at the direction of the MBTA, which lowers CATA's recovery ratio. FRTA, MWRTA, MEVA and WRTA all offered fare free services in some capacity during FY2022.





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. Several RTAs have continued to suspended fare collection through FY2022. Fixed route operations experienced greater decreases in farebox recovery than demand response, with the average distance from target reaching as much as 5.08% below the identified target during the winter months. Despite excelling in ridership targets, farebox recovery targets were not as consistent due to RTA inclusion of a farebox recovery ratio target in the MOU, despite the local decision to extend fare free opportunities. Demand response recovery ratios exceeded the identified target for the entire fiscal year. This likely can be attributed to the provision of premium flexibles services, such as microtransit, that, while still an affordable fare in comparison to other flexible options such as Uber of Lyft, bring in additional revenues beyond basic demand response services. Both fixed route and demand response farebox recovery showed improvements in Q4, particularly for demand response, reflecting the positive trends in RTA ridership.


FR FRR
Farebox Recovery Ratio
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR FRR
Farebox Recovery Ratio
30%
25%
20%
15%
10%
5%
0%
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

Operating Expenses / Vehicle Revenue Mile (VRM)

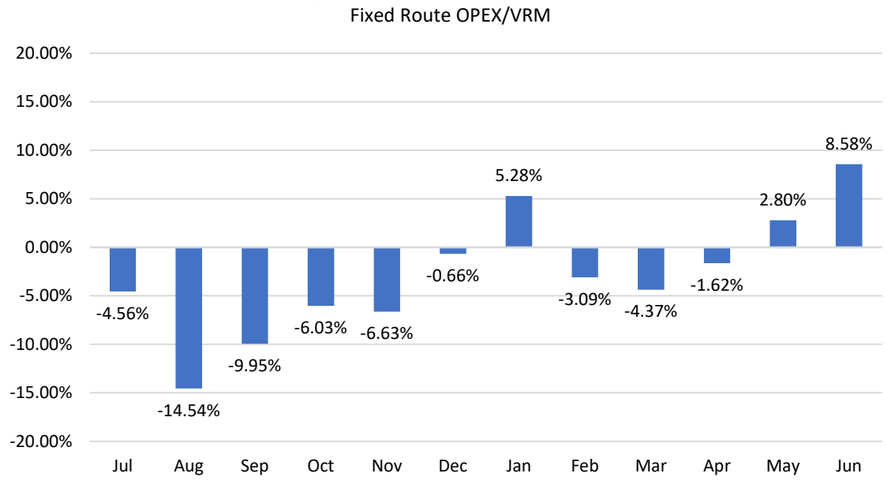
Operating Expense per Vehicle Revenue Mile: This metric is a cost efficiency measure that gives context to operational efficiency on a per mile basis and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total operating cost 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.

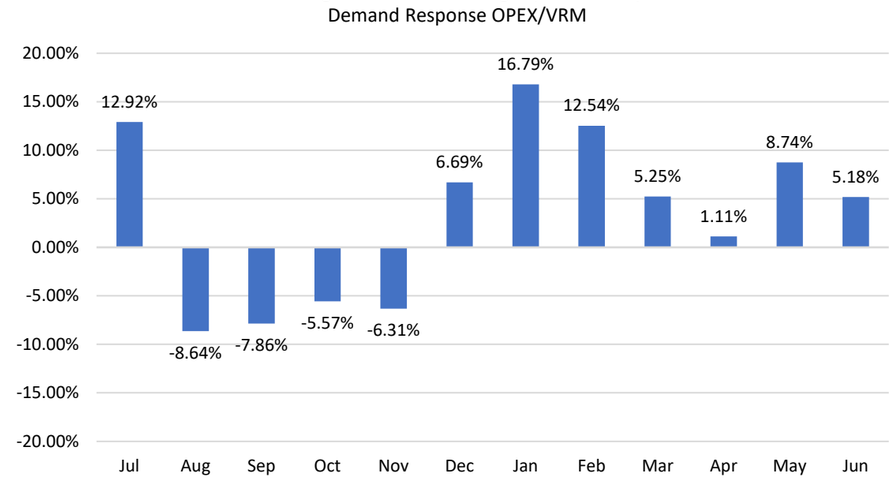
FY22 Fixed Route OPEX/VRM (Operating Expenses/Vehicle Revenue Mile)				
RTA	Baseline	Actual	Target	Variance
BAT	$9.28	**$10.11**	$10.89	-7.19%
BRTA	$5.87	**$6.95**	$7.64	-9.02%
CATA	$5.40	**$8.11**	$8.51	-4.65%
CCRTA	$4.79	**$4.44**	$5.14	-13.62%
FRTA	$4.76	**$5.01**	$5.55	-9.73%
GATRA	$4.63	**$5.97**	$4.55	31.28%
LRTA	$6.77	**$7.57**	$7.43	1.89%
MART	$9.38	**$8.44**	$8.44	-0.03%
MeVa	$9.13	**$10.12**	$8.95	13.11%
MWRTA	$5.90	**$5.52**	$5.90	-6.53%
NRTA	$16.78	**$7.52**	$16.50	-54.45%
PVTA	$8.58	**$8.45**	$8.00	5.65%
SRTA	$9.27	**$10.22**	$10.14	0.77%
VTA	$5.49	**$5.48**	$5.75	-4.63%
WRTA	$11.39	**$11.21**	$11.91	-5.84%

FY22 Demand Response OPEX/VRM (Operating Expenses/Vehicle Revenue Mile)				
RTA	Baseline	Actual	Target	Variance
BAT	$9.87	**$7.65**	$12.72	-39.88%
BRTA	$4.75	**$3.93**	$4.81	-18.17%
CATA	$8.00	**$5.24**	$6.74	-22.23%
CCRTA	$4.09	**$6.02**	$1.81	232.83%
FRTA	$11.81	**$6.35**	$5.24	21.27%
GATRA	$6.61	**$5.93**	$6.05	-1.94%
LRTA	$6.49	**$5.03**	$7.53	-33.22%
MART	$7.09	**$6.55**	$6.39	2.53%
MeVa	$3.48	**$3.40**	$3.41	-0.37%
MWRTA	$6.78	**$6.92**	$7.00	-1.15%
NRTA	$76.63	**$17.41**	$76.00	-77.09%
PVTA	$7.10	**$4.28**	$5.00	-14.41%
SRTA	$8.22	**$8.06**	$9.80	-17.78%
VTA	$11.00	**$8.38**	$10.90	-23.16%
WRTA	$7.62	**$8.44**	$8.07	4.53%

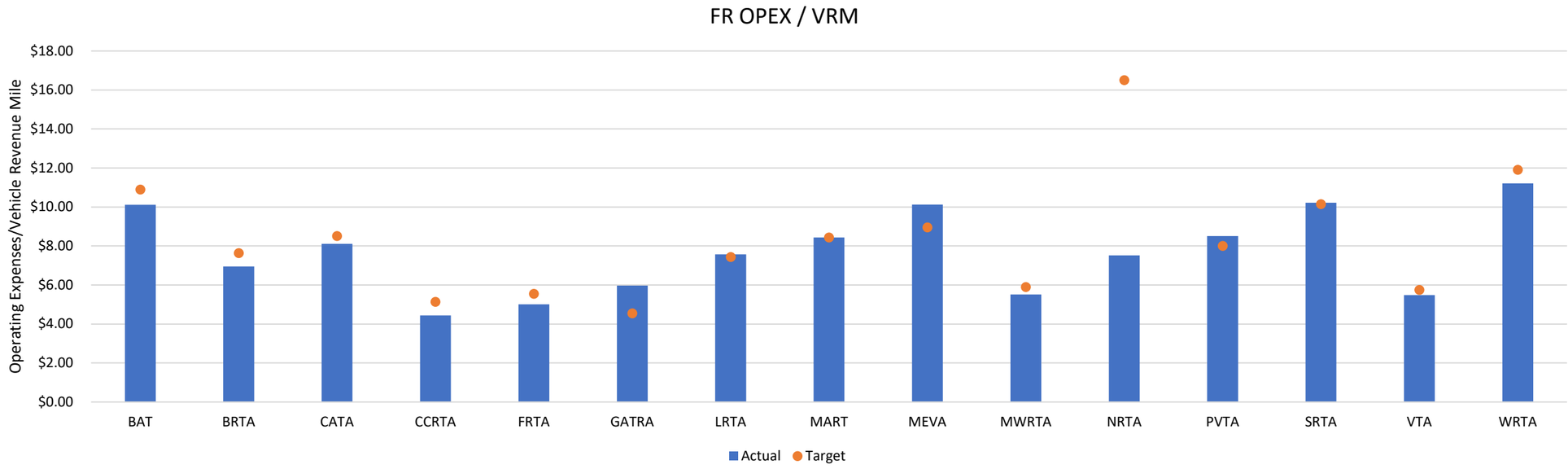
FY22 Commuter Bus OPEX/VRM (Operating Expenses/Vehicle Revenue Mile)				
RTA	Baseline	Actual	Target	Variance
CATA	$0.00	**$9.03**	$5.02	79.91%
MeVa	$0.00	**$8.49**	$4.58	85.43%

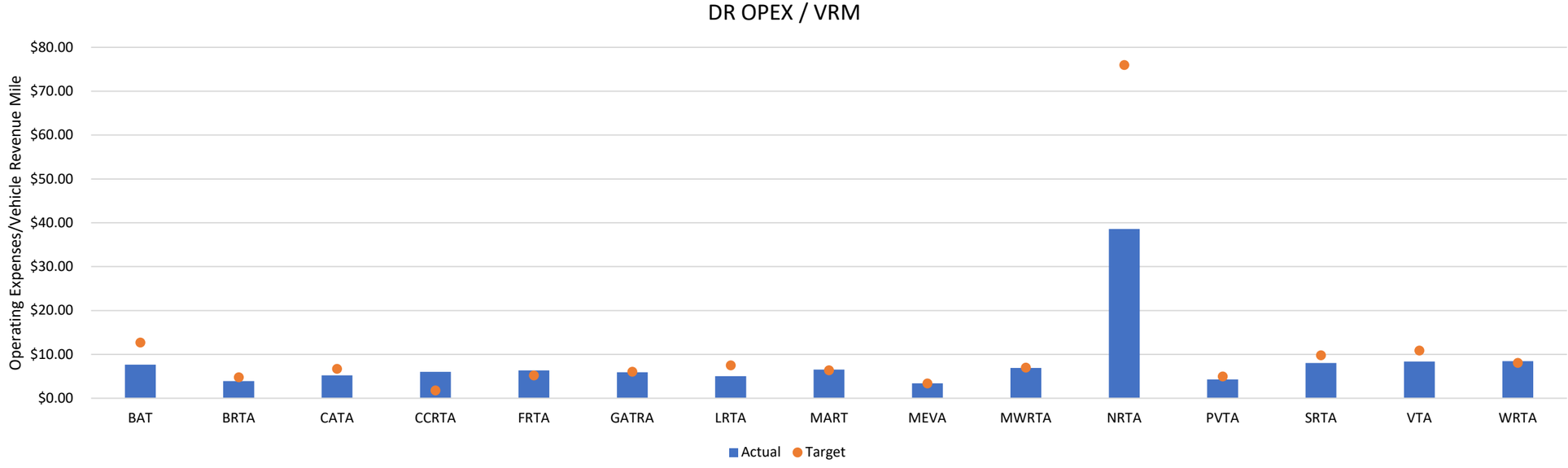
FY22 Demand Taxi OPEX/VRM (Operating Expenses/Vehicle Revenue Mile)				
RTA	Baseline	Actual	Target	Variance
MART	$6.49	**$2.73**	$2.22	23.12%





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 were much more on target than previous pandemic years, as some RTAs managed to find operational efficiencies that led to lower than anticipated costs. At most, average fixed route cost efficiency increased above the target by 8.58% in the last month of the fiscal year, likely related to year-end related accruals or RTAs increasing the frequency at which service is operated in response to increasing seasonal ridership demand. Demand response cost efficiency did not fare as well as fixed route, as this is a much more expense mode to operate and dependent on variable trip length. Still, average cost efficiency increased above the target for this mode by a maximum of 16.79%, which is a much better performance average than previous pandemic years. January saw spikes in cost increases for both modes, due to increased expenses related to the Omicron wave.


FR OPEX / VRM
Operating Expenses/Vehicle Revenue Mile
$18.00
$16.00
$14.00
$12.00
$10.00
$8.00
$6.00
$4.00
$2.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR OPEX / VRM
Operating Expenses/Vehicle Revenue Mile
$80.00
$70.00
$60.00
$50.00
$40.00
$30.00
$20.00
$10.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

Operating Expenses / Vehicle Revenue Hour (VRH)

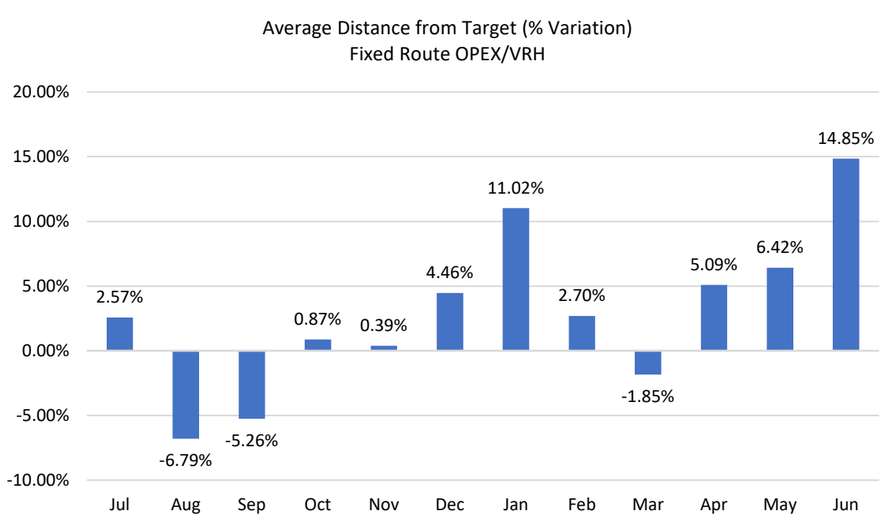
Operating Expense per Vehicle Revenue Hour: This metric is a cost efficiency measure and helps to understand operational efficiency on a per hour basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating cost 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.

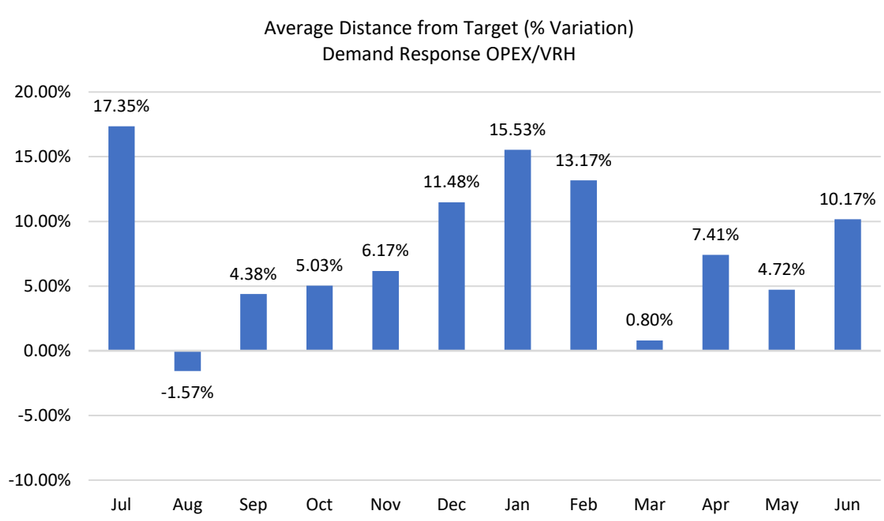
FY22 Fixed Route OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour)				
RTA	Baseline	Actual	Target	Variance
BAT	$128.01	**$131.40**	$147.65	-11.01%
BRTA	$103.56	**$125.38**	$134.40	-6.71%
CATA	$65.28	**$109.28**	$120.40	-9.23%
CCRTA	$85.65	**$84.45**	$62.21	35.76%
FRTA	$132.47	**$112.73**	$110.45	2.06%
GATRA	$86.78	**$110.75**	$83.25	33.03%
LRTA	$100.41	**$110.98**	$110.08	0.82%
MART	$144.17	**$133.10**	$129.76	2.57%
MeVa	$100.26	**$112.06**	$98.25	14.05%
MWRTA	$83.00	**$77.49**	$83.00	-6.64%
NRTA	$183.33	**$92.02**	$180.00	-48.88%
PVTA	$114.27	**$116.51**	$105.00	10.96%
SRTA	$121.89	**$134.66**	$128.16	5.07%
VTA	$87.16	**$87.98**	$90.00	-2.25%
WRTA	$133.71	**$132.68**	$136.13	-2.54%

FY22 Demand Response OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour)				
RTA	Baseline	Actual	Target	Variance
BAT	$68.54	**$68.98**	$92.85	-25.71%
BRTA	$44.07	**$46.89**	$45.67	2.68%
CATA	$95.43	**$74.75**	$84.44	-11.48%
CCRTA	$47.51	**$75.55**	$26.17	188.64%
FRTA	$116.79	**$87.51**	$64.37	35.95%
GATRA	$74.31	**$75.17**	$67.75	10.96%
LRTA	$83.03	**$66.98**	$96.40	-30.52%
MART	$103.50	**$102.67**	$95.16	7.88%
MeVa	$51.80	**$58.28**	$50.76	14.81%
MWRTA	$97.37	**$88.25**	$100.49	-12.18%
NRTA	$679.00	**$163.18**	$670.00	-75.65%
PVTA	$93.30	**$63.34**	$61.00	3.83%
SRTA	$119.55	**$128.98**	$125.93	2.42%
VTA	$158.17	**$120.02**	$140.00	-14.27%
WRTA	$109.78	**$128.15**	$118.60	8.05%

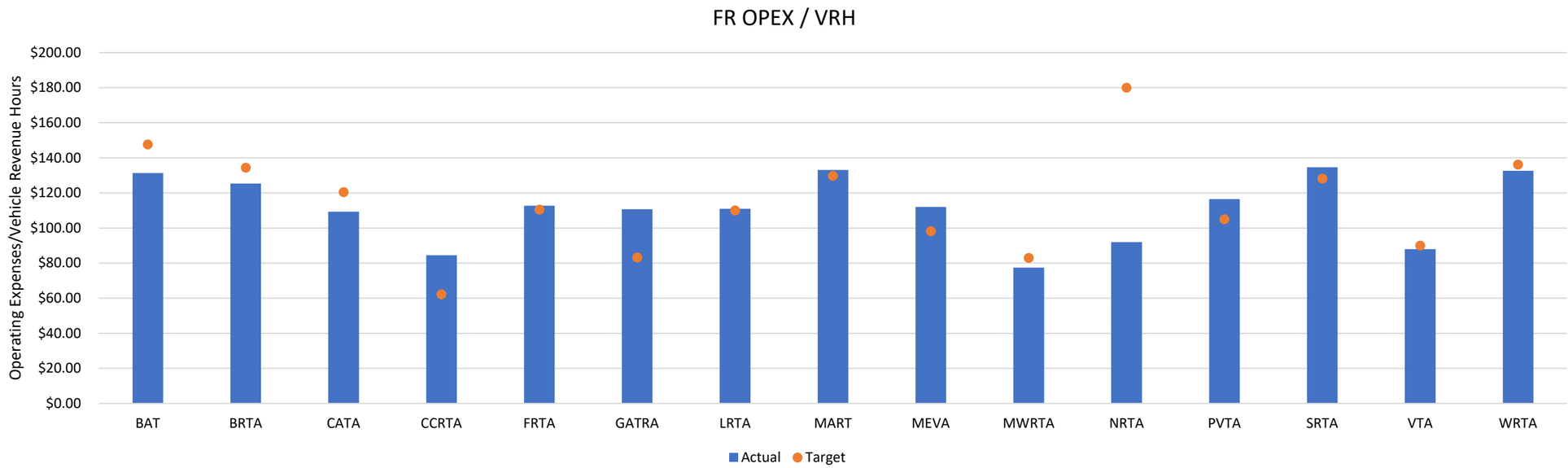
FY22 Commuter Bus OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour)				
RTA	Baseline	Actual	Target	Variance
CATA	$0.00	**$143.05**	$120.40	18.81%
MeVa	$0.00	**$144.71**	$80.75	79.20%

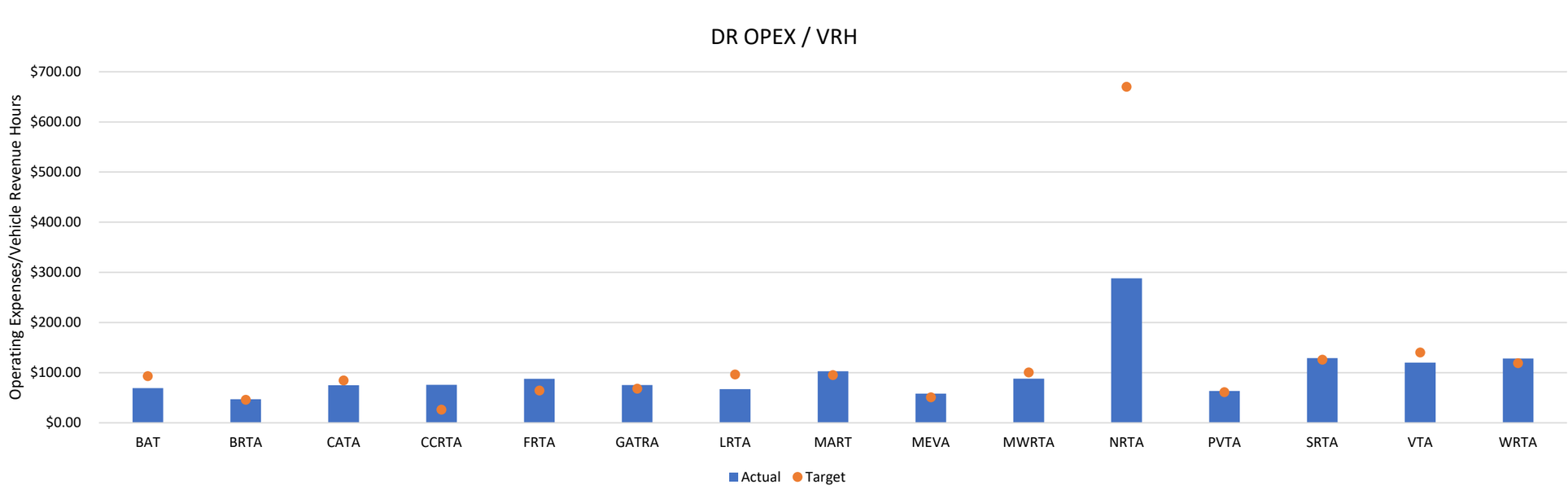
FY22 Demand Taxi OPEX/VRH (Operating Expenses/ Vehicle Revenue Hour)				
RTA	Baseline	Actual	Target	Variance
MART	$165.23	**$113.95**	$92.69	22.94%





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, though not as drastic as previous pandemic years. As with efficiencies related to vehicle revenue miles, average efficiencies for vehicle revenue hours were at their highest (above the target by 14.85%) in the last month of the fiscal year, likely related to year-end related accruals or RTAs increasing the frequency at which service is operated in response to increasing seasonal ridership demand. Again, demand response cost efficiency did not fare as well as fixed route, due to the expensive expense modal operations requirements and variable service delivery through the course of the year. Still, average cost efficiency increased above the target for this mode by a maximum of 17.35%, which is a much better performance average than previous pandemic years. January saw spikes in cost increases for both modes, due to increased expenses related to the Omicron wave.


FR OPEX / VRH
Operating Expenses/Vehicle Revenue Hours
$200.00
$180.00
$160.00
$140.00
$120.00
$100.00
$80.00
$60.00
$40.00
$20.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR OPEX / VRH
Operating Expenses/Vehicle Revenue Hours
$700.00
$600.00
$500.00
$400.00
$300.00
$200.00
$100.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

Operating Expenses / Unlinked Passenger Trips (UPT)

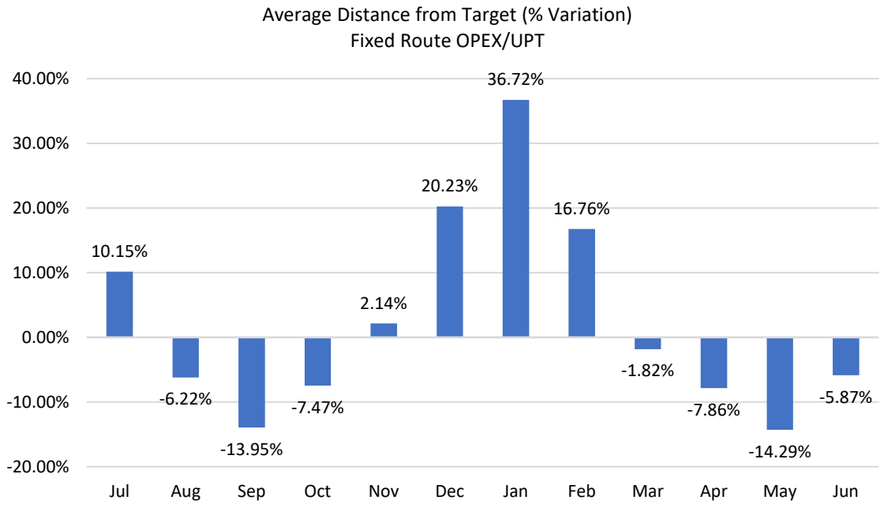
Operating Expense per Unlinked Passenger Trip: This metric is a cost efficiency measure and helps to understand operational efficiency on a per passenger basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating 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.

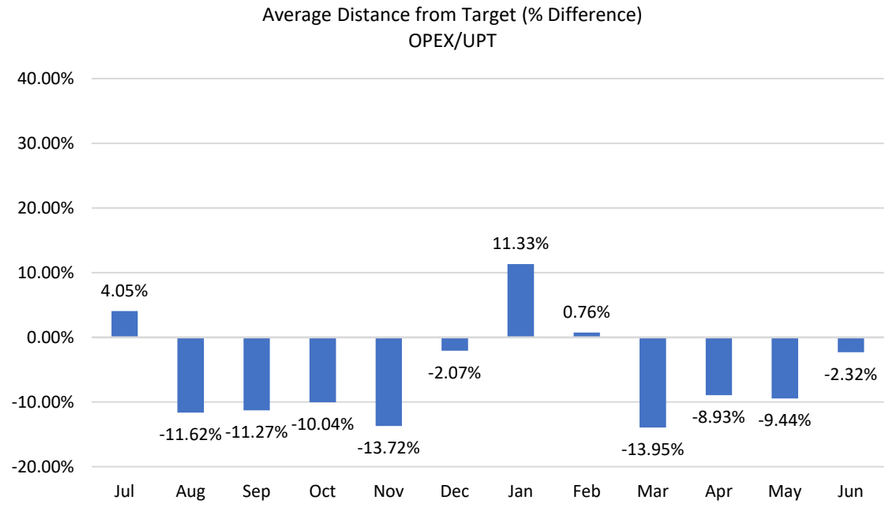
FY22 Fixed Route OPEX / UPT (Operating Expenses / Unlinked Passenger Trips)				
RTA	Baseline	Actual	Target	Variance
BAT	$8.71	**$8.32**	$10.16	-18.11%
BRTA	$16.38	**$14.81**	$16.35	-9.42%
CATA	$15.12	**$17.78**	$27.84	-36.12%
CCRTA	$8.37	**$16.60**	$10.39	59.76%
FRTA	$35.04	**$27.75**	$16.68	66.38%
GATRA	$17.22	**$17.42**	$14.95	16.50%
LRTA	$14.85	**$11.92**	$15.81	-24.58%
MART	$25.68	**$23.29**	$23.11	0.75%
MeVa	$15.63	**$12.08**	$15.32	-21.17%
MWRTA	$29.76	**$26.17**	$25.23	3.71%
NRTA	$27.92	**$10.40**	$27.50	-62.18%
PVTA	$9.90	**$6.58**	$8.00	-17.76%
SRTA	$8.99	**$8.42**	$8.01	5.13%
VTA	$10.11	**$6.97**	$10.00	-30.31%
WRTA	$9.71	**$7.39**	$10.39	-28.91%

FY22 Demand Response OPEX / UPT (Operating Expenses / Unlinked Passenger Trips)				
RTA	Baseline	Actual	Target	Variance
BAT	$59.53	**$34.90**	$77.38	-54.89%
BRTA	$48.25	**$36.27**	$45.44	-20.19%
CATA	$54.02	**$28.14**	$53.26	-47.16%
CCRTA	$19.41	**$43.23**	$12.73	239.58%
FRTA	$88.47	**$54.88**	$40.49	35.54%
GATRA	$49.84	**$41.32**	$40.10	3.04%
LRTA	$45.75	**$30.37**	$52.34	-41.97%
MART	$60.61	**$45.19**	$56.90	-20.57%
MeVa	$40.28	**$35.40**	$39.47	-10.31%
MWRTA	$53.57	**$46.20**	$54.50	-15.23%
NRTA	$598.75	**$194.74**	$590.00	-66.99%
PVTA	$81.97	**$46.48**	$54.00	-13.92%
SRTA	$61.73	**$63.10**	$71.73	-12.03%
VTA	$144.79	**$72.24**	$130.00	-44.43%
WRTA	$62.44	**$60.38**	$67.17	-10.10%

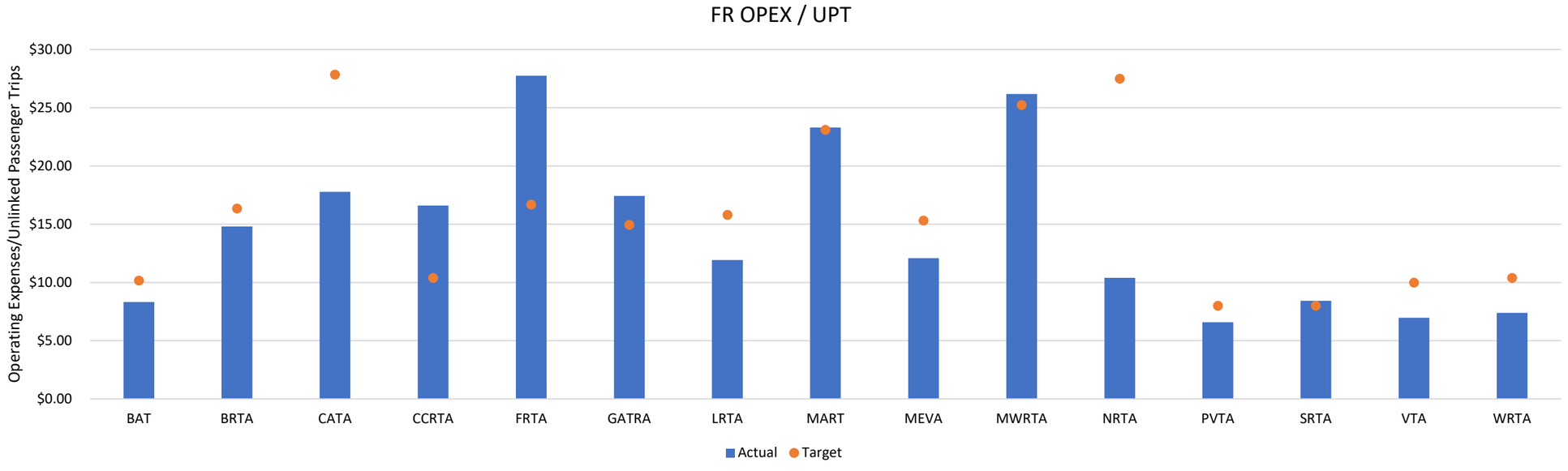
FY22 Commuter Bus OPEX / UPT (Operating Expenses / Unlinked Passenger Trips)				
RTA	Baseline	Actual	Target	Variance
CATA	$0.00	**$52.75**	$15.05	250.50%
MeVa	$0.00	**$43.14**	$7.16	502.55%

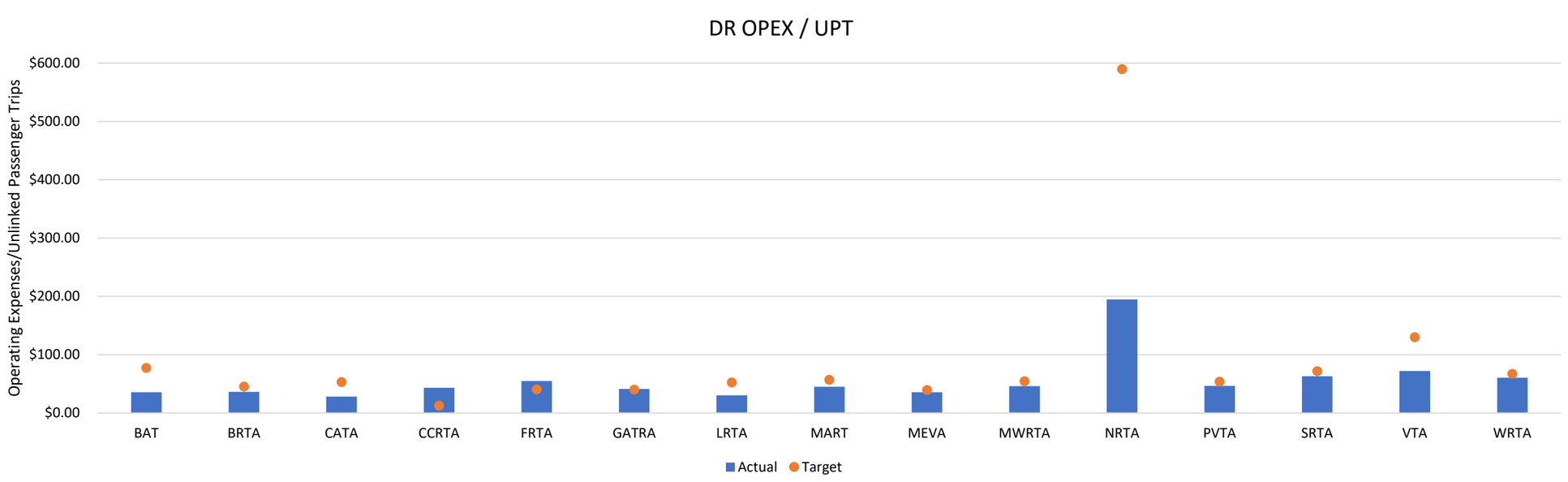
FY22 Demand Taxi OPEX / VRH (Operating Expenses / Unlinked Passenger Trips)				
RTA	Baseline	Actual	Target	Variance
MART	$35.33	**$34.09**	$27.73	22.93%





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 unlinked passenger trip tended to be higher than anticipated due to decreased ridership coupled with increased expenses, particularly for fixed route, though not as drastic as previous pandemic years. Demand response proved to be, on average, more efficient on a per passenger basis, despite the higher overall expense to operate. Because this metric is tied to ridership, rather than the level of service provided, the average distance from the target more closely mirrors ridership trend and seasonality. Still, January saw spikes in cost increases for both modes, due to increased expenses related to the Omicron wave and lack of ridership.


FR OPEX / UPT
Operating Expenses/Unlinked Passenger Trips
$30.00
$25.00
$20.00
$15.00
$10.00
$5.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR OPEX / UPT
Operating Expenses/Unlinked Passenger Trips
$600.00
$500.00
$400.00
$300.00
$200.00
$100.00
$0.00
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

On-Time Performance (OTP)

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

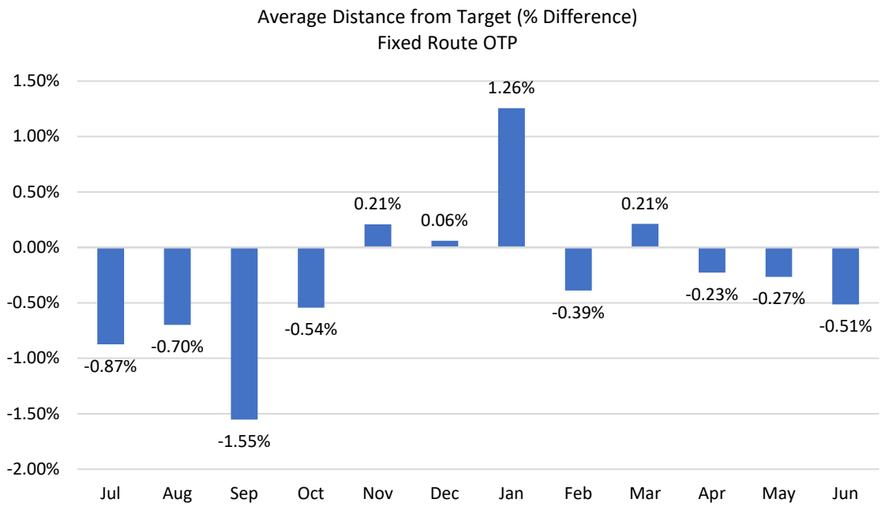
FY22 Fixed Route On-Time Performance (OTP)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.89%	99.60%	99.97%	99.47%	99.68%	99.51%	99.58%	99.66%	99.58%	99.92%	99.85%	99.92%	99.90%	99.84%	99.80%	99.87%	99.84%	**99.75%**	98.00%	1.75%
BRTA	91.38%	76.00%	77.00%	81.00%	78.00%	80.01%	84.30%	82.70%	82.34%	83.60%	82.10%	81.30%	82.33%	82.60%	78.00%	81.50%	80.70%	**80.84%**	91.50%	-10.66%
CATA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
CCRTA	83.12%	89.60%	90.02%	89.30%	89.64%	89.30%	89.30%	90.02%	89.54%	89.30%	90.00%	90.20%	89.83%	90.20%	90.00%	89.00%	89.73%	**89.69%**	74.44%	15.25%
FRTA	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	**--**	--	--
GATRA	86.83%	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	**--**	89.00%	--
LRTA	88.39%	84.00%	82.60%	78.90%	81.83%	88.00%	88.20%	87.90%	88.03%	90.18%	88.14%	88.74%	89.02%	93.00%	91.50%	90.50%	91.67%	**87.64%**	86.00%	1.64%
MART	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	**--**	98.00%	--
MeVa	83.00%	81.00%	80.00%	77.00%	79.33%	77.00%	78.00%	80.00%	78.33%	82.00%	76.00%	78.00%	78.67%	80.00%	79.00%	77.00%	78.67%	**78.75%**	83.00%	-4.25%
MWRTA	99.00%	99.00%	99.00%	98.00%	98.67%	99.00%	96.00%	96.00%	97.00%	99.00%	98.00%	99.00%	98.67%	98.00%	98.00%	96.50%	97.50%	**97.96%**	99.00%	-1.04%
NRTA	97.00%	91.00%	96.00%	98.00%	95.00%	99.00%	100.00%	98.00%	99.00%	99.00%	97.00%	98.00%	98.00%	94.00%	98.00%	97.00%	96.33%	**97.08%**	100.00%	-2.92%
PVTA	81.87%	78.16%	76.38%	71.23%	75.26%	73.84%	75.66%	77.48%	75.66%	77.12%	76.82%	76.19%	76.71%	70.77%	72.75%	74.01%	72.51%	**75.03%**	77.00%	-1.97%
SRTA	83.00%	83.60%	82.90%	81.50%	82.67%	81.65%	83.81%	84.61%	83.36%	88.30%	83.56%	86.63%	86.16%	82.40%	84.30%	85.20%	83.97%	**84.04%**	84.00%	0.04%
VTA	94.71%	97.00%	98.00%	98.00%	97.67%	97.00%	98.00%	95.00%	96.67%	98.00%	96.00%	95.00%	96.33%	96.00%	96.00%	94.00%	95.33%	**96.50%**	95.00%	1.50%
WRTA	83.33%	81.00%	80.20%	79.40%	80.20%	79.60%	80.10%	79.80%	79.83%	79.10%	78.30%	80.00%	79.13%	80.90%	79.90%	79.70%	80.17%	**79.83%**	82.50%	-2.67%

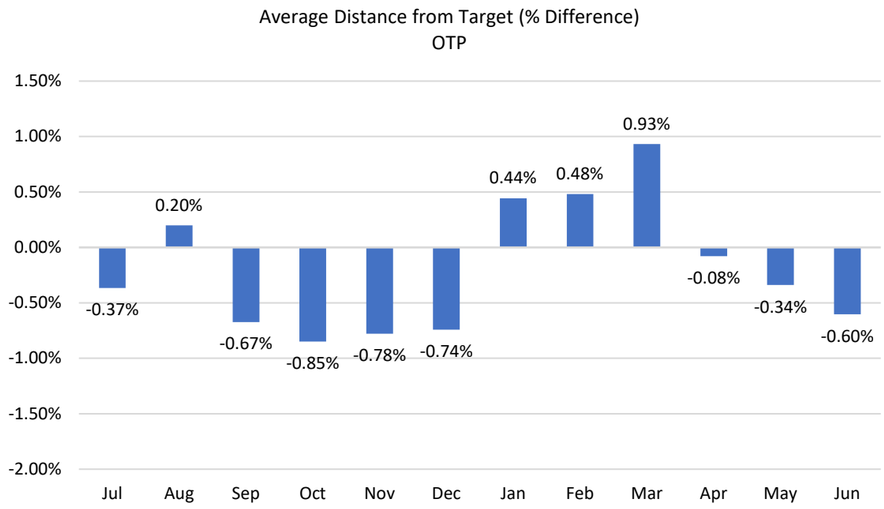
FY22 Demand Response On-Time Performance (OTP)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	94.05%	93.36%	93.36%	90.41%	92.38%	89.34%	86.43%	89.04%	88.27%	91.08%	89.69%	92.41%	91.06%	91.70%	87.91%	86.31%	88.64%	**90.09%**	90.00%	0.09%
BRTA	95.86%	98.00%	99.00%	98.00%	98.33%	97.80%	97.60%	95.90%	97.10%	97.80%	97.65%	96.70%	97.38%	95.30%	95.05%	94.45%	94.93%	**96.94%**	96.00%	0.94%
CATA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
CCRTA	96.75%	87.23%	93.58%	93.72%	91.51%	93.58%	93.58%	93.72%	93.63%	93.58%	93.58%	93.58%	93.58%	95.20%	93.58%	95.20%	94.66%	**93.34%**	92.96%	0.38%
FRTA	90.52%	87.00%	83.00%	86.00%	85.33%	85.00%	87.00%	84.00%	85.33%	97.00%	97.00%	98.00%	97.33%	88.00%	87.00%	85.00%	86.67%	**88.67%**	91.43%	-2.76%
GATRA	95.56%	98.10%	97.60%	97.40%	97.70%	96.80%	97.00%	97.70%	97.17%	98.10%	98.10%	98.30%	98.17%	97.40%	97.20%	97.30%	97.30%	**97.58%**	96.00%	1.58%
LRTA	96.03%	96.40%	96.10%	93.80%	95.43%	94.80%	96.52%	96.50%	95.94%	95.59%	95.88%	94.90%	95.46%	95.25%	94.10%	94.80%	94.72%	**95.39%**	96.00%	-0.61%
MART	99.18%	98.50%	98.90%	98.90%	98.77%	98.50%	99.10%	98.35%	98.65%	98.75%	98.70%	99.00%	98.82%	99.03%	98.75%	98.98%	98.92%	**98.78%**	98.00%	0.78%
MeVa	96.00%	97.00%	98.00%	97.00%	97.33%	98.00%	96.00%	98.00%	97.33%	99.00%	98.00%	99.00%	98.67%	94.00%	98.00%	98.00%	96.67%	**97.50%**	96.00%	1.50%
MWRTA	99.00%	99.08%	98.61%	97.44%	98.38%	95.00%	95.00%	95.00%	95.00%	92.20%	99.10%	100.00%	97.10%	98.45%	98.65%	96.61%	97.90%	**97.10%**	99.00%	-1.91%
NRTA	99.50%	99.00%	99.00%	100.00%	99.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	99.00%	100.00%	99.33%	**99.67%**	100.00%	-0.33%
PVTA	97.51%	94.00%	96.90%	91.90%	94.27%	90.50%	92.80%	95.00%	92.77%	96.20%	95.80%	97.10%	96.37%	97.40%	97.40%	98.00%	97.60%	**95.25%**	92.00%	3.25%
SRTA	98.00%	96.24%	97.32%	94.73%	96.10%	95.94%	95.59%	93.97%	95.17%	95.23%	94.02%	95.70%	94.98%	95.78%	96.37%	94.80%	95.65%	**95.47%**	98.00%	-2.53%
VTA	91.37%	91.00%	91.00%	92.00%	91.33%	92.40%	92.10%	92.10%	92.20%	89.50%	90.10%	89.70%	89.77%	93.70%	92.30%	91.90%	92.63%	**91.48%**	92.00%	-0.52%
WRTA	93.35%	89.00%	90.00%	88.00%	89.00%	89.00%	89.00%	89.00%	89.00%	92.00%	89.00%	89.00%	90.00%	88.00%	89.00%	89.00%	88.67%	**89.17%**	92.00%	-2.83%

FY22 Commuter Bus On-Time Performance (OTP)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
CATA	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%
MeVa	0.00%	0.00%	80.00%	77.00%	52.33%	77.00%	78.00%	80.00%	78.33%	82.00%	76.00%	78.00%	78.67%	80.00%	79.00%	77.00%	78.67%	**72.00%**	70.00%	2.00%

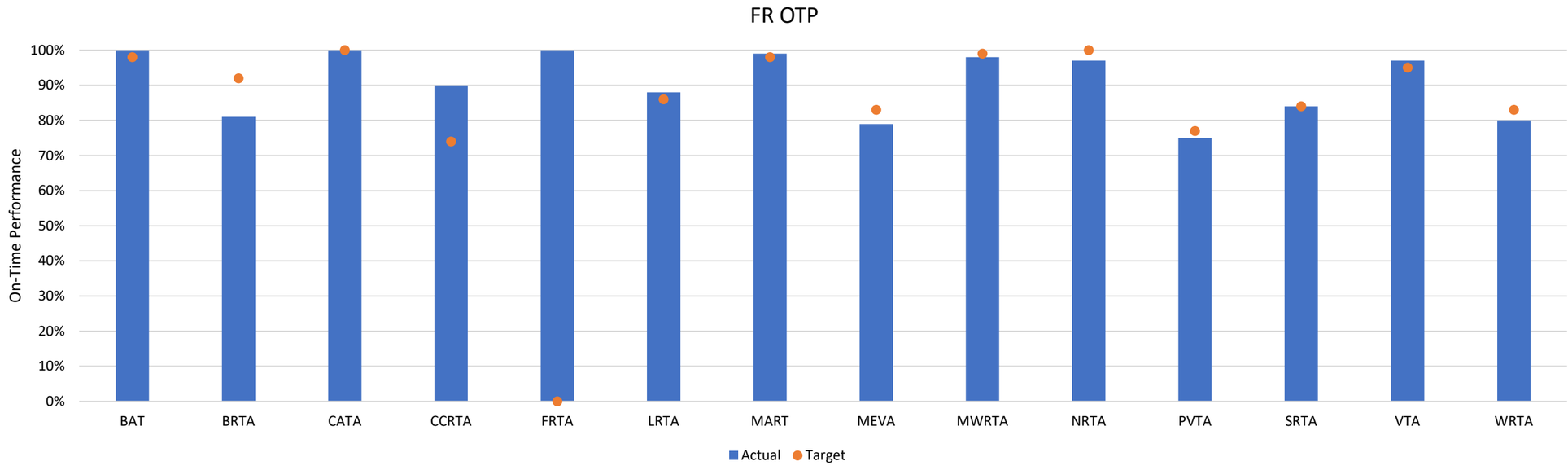
FY22 Demand Taxi On-Time Performance (OTP)																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	97.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**	98.00%	-98.00%

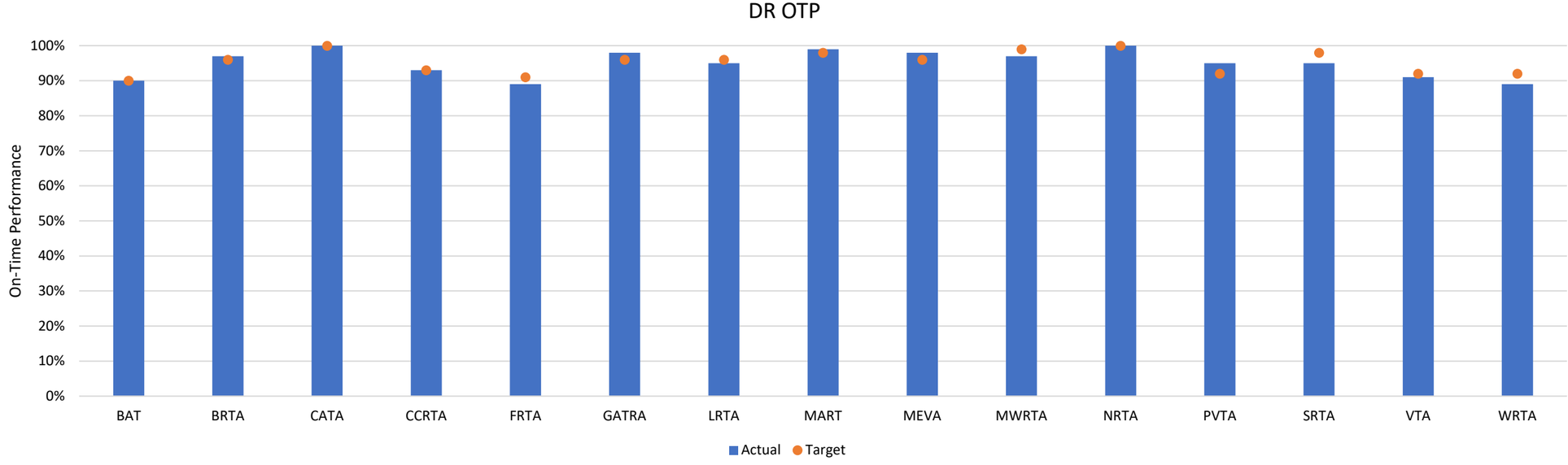
Notes: MART procured and calibrated a new Fixed Route AVL system in FY22 and is updating the reporting structure for Demand Taxi OTP data collection. As such, MART did not have a mechanism for OTP data collection for either mode. GATRA's Fixed Route AVL system was out of commission during FY22. GATRA has procured a new system and data collection will resume in FY23.





Fixed route and demand response on time performance continued to fare well through FY2022, though on average RTAs slightly underperformed in this metric when comparted to FY2021. This is likely due to fully remote telework and telehealth lessening through the course of the year, with a stronger prevalence in hybrid models. With more Commonwealth residents on the road returning to in person activities, general congestion, and overall travel time increased. This is particularly relevant for the month of January, when the Omicron wave forced many employers and schools to temporarily return to fully remote options. Still, fixed route on time performance averages only dropped a maximum of -1.55% through the course of the year, with demand response averages hovering well under -1.00%.


FR OTP
On-Time Performance
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
BAT
BRTA
CATA
CCRTA
FRTA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR OTP
On-Time Performance
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

Scheduled Trips Operated (STO)

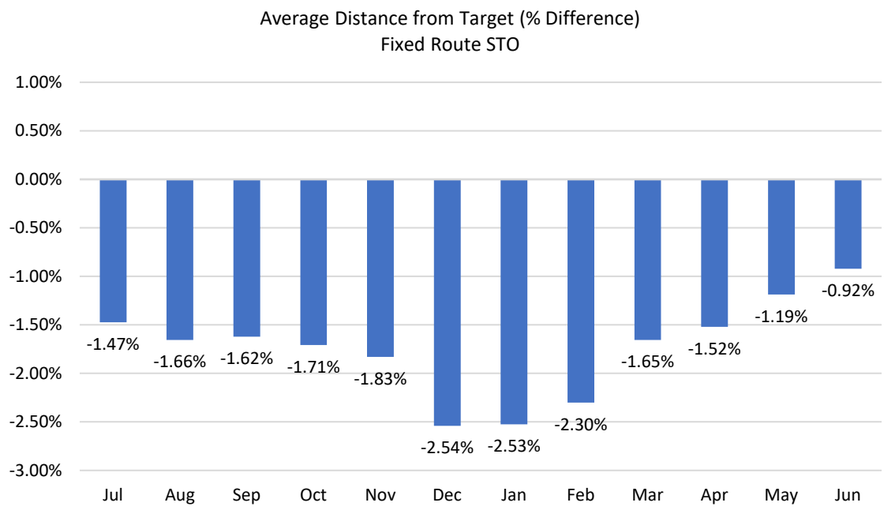
Schedule Trips Operated: This metric is defined as the percentage of trips from the pre-determined system schedule that are completed by the operator. For fixed route, a scheduled trip is a single trip that is identified for a certain route. Each route makes multiple trips per day, based on the schedule. For demand response, a scheduled trip is a trip that is booked by a qualifying customer and is based on the specified pick-up and drop-off location. STO is a reliability and service quality measure that helps to assess the passenger's day-to-day experience with a transit agency. The actual and target STO values were compared by calculating the percent difference (variance) between the two values. 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.

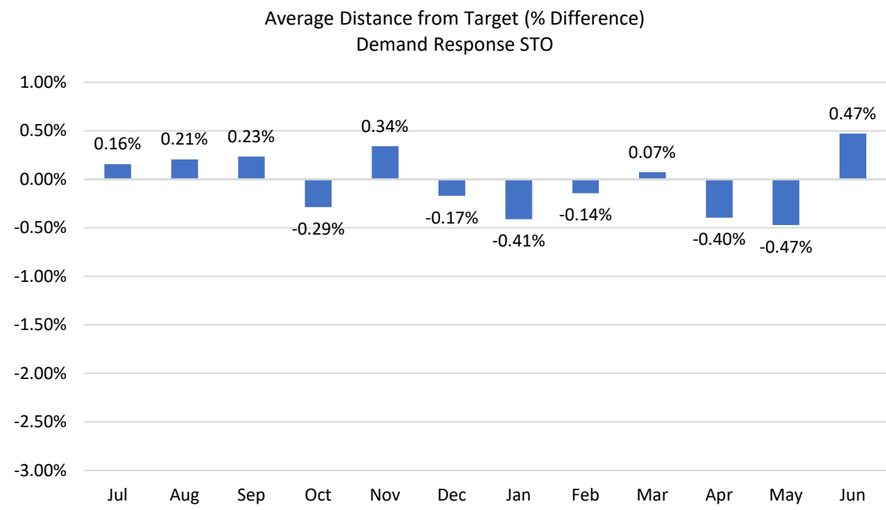
FY22 Scheduled Trips Operated | Fixed Route																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.99%	100.00%	99.99%	99.99%	99.99%	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%	99.97%	99.98%	99.99%	99.93%	99.99%	99.97%	**99.98%**	99.00%	0.98%
BRTA	96.64%	99.82%	99.96%	99.87%	99.88%	99.89%	99.98%	99.70%	99.86%	99.66%	99.44%	99.96%	99.69%	99.94%	99.94%	99.98%	99.95%	**99.85%**	96.50%	3.35%
CATA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
CCRTA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%
FRTA	50.00%	66.13%	66.13%	66.13%	66.13%	73.81%	74.19%	74.19%	74.06%	74.12%	74.03%	79.03%	75.73%	79.03%	83.18%	93.24%	85.15%	**75.27%**	99.00%	-23.73%
GATRA	87.68%	98.03%	98.06%	97.76%	97.95%	97.65%	97.98%	98.10%	97.91%	97.86%	99.06%	99.06%	98.66%	100.00%	100.00%	100.00%	100.00%	**98.63%**	95.00%	3.63%
LRTA	99.95%	99.80%	99.90%	99.30%	99.67%	99.98%	99.94%	99.50%	99.81%	99.90%	100.00%	100.00%	99.97%	99.99%	99.97%	99.96%	99.97%	**99.85%**	99.90%	-0.05%
MART	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
MeVa	99.81%	98.53%	98.00%	99.26%	98.60%	99.90%	99.93%	99.25%	99.69%	99.57%	99.85%	99.85%	99.76%	99.91%	99.52%	99.91%	99.78%	**99.46%**	99.81%	-0.35%
MWRTA	99.00%	99.90%	99.00%	98.00%	98.97%	99.00%	99.00%	96.00%	98.00%	99.00%	98.00%	99.00%	98.67%	99.00%	99.00%	98.00%	98.67%	**98.58%**	99.00%	-0.42%
NRTA	100.00%	100.00%	99.00%	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.92%**	100.00%	-0.08%
PVTA	99.97%	99.91%	99.94%	99.72%	99.86%	99.87%	99.89%	99.80%	99.85%	99.76%	99.93%	99.95%	99.88%	99.94%	99.97%	99.99%	99.97%	**99.89%**	99.97%	-0.08%
SRTA	99.90%	99.96%	99.96%	99.77%	99.90%	99.70%	99.75%	99.58%	99.68%	96.16%	99.76%	99.89%	98.60%	99.93%	99.86%	99.50%	99.76%	**99.49%**	99.90%	-0.41%
VTA	94.71%	99.00%	99.00%	99.00%	99.00%	88.00%	85.00%	80.00%	84.33%	81.00%	81.00%	83.00%	81.67%	82.41%	84.60%	79.30%	82.10%	**86.78%**	95.00%	-8.22%
WRTA	99.35%	99.43%	98.82%	99.49%	99.25%	99.22%	99.52%	98.37%	99.04%	97.69%	97.03%	98.07%	97.60%	99.64%	98.83%	98.89%	99.12%	**98.75%**	99.52%	-0.77%

FY22 Scheduled Trips Operated | Demand Response																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	99.98%	100.00%	99.99%	99.99%	100.00%	99.99%	99.99%	99.98%	100.00%	99.98%	99.99%	**99.99%**	99.00%	0.99%
BRTA	96.32%	97.25%	97.40%	98.73%	97.79%	97.84%	96.76%	96.91%	97.17%	95.61%	96.62%	97.63%	96.62%	96.63%	97.83%	98.00%	97.49%	**97.27%**	96.50%	0.77%
CATA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
CCRTA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%
FRTA	99.16%	93.19%	92.07%	90.56%	91.94%	87.51%	91.91%	86.57%	88.66%	89.44%	91.21%	91.00%	90.55%	86.02%	87.09%	98.67%	90.59%	**90.44%**	99.00%	-8.56%
GATRA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
LRTA	100.00%	100.00%	99.70%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.98%**	99.90%	0.08%
MART	99.60%	98.69%	98.23%	98.18%	98.37%	96.00%	98.22%	98.33%	97.52%	95.60%	96.43%	96.55%	96.19%	97.55%	97.55%	97.77%	97.62%	**97.43%**	98.00%	-0.57%
MeVa	94.92%	95.48%	95.84%	96.26%	95.86%	95.53%	97.40%	94.85%	95.93%	94.82%	94.79%	95.17%	94.93%	94.00%	94.26%	93.81%	94.02%	**95.18%**	94.92%	0.26%
MWRTA	99.00%	99.90%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	99.50%	99.00%	99.90%	99.47%	100.00%	99.90%	100.00%	99.97%	**99.85%**	99.00%	0.85%
NRTA	100.00%	98.00%	100.00%	100.00%	99.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.83%**	100.00%	-0.17%
PVTA	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%	100.00%	100.00%	**100.00%**	100.00%	0.00%
SRTA	99.90%	99.95%	99.97%	99.89%	99.94%	99.95%	99.95%	99.92%	99.94%	100.00%	99.93%	99.96%	99.96%	100.00%	96.50%	99.95%	98.82%	**99.66%**	99.90%	-0.24%
VTA	90.75%	98.00%	98.00%	98.00%	98.00%	97.00%	99.00%	99.00%	98.33%	97.00%	98.00%	99.00%	98.00%	98.00%	98.00%	97.00%	97.67%	**98.00%**	92.00%	6.00%
WRTA	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	99.98%	**100.00%**	99.90%	0.10%

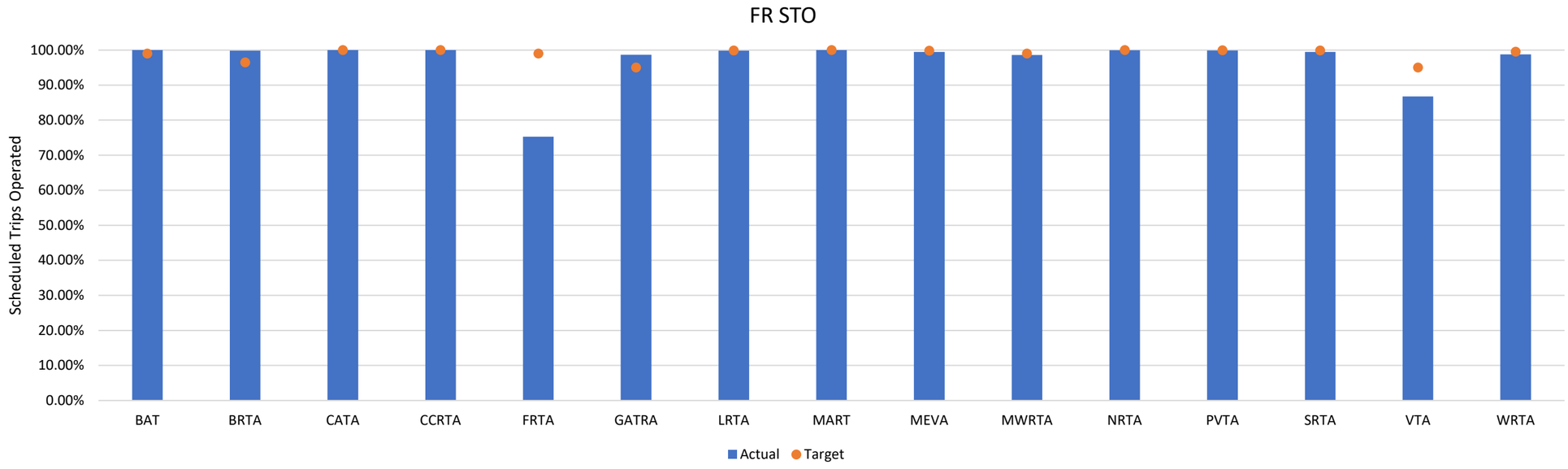
FY22 Scheduled Trips Operated | Commuter Bus																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
CATA	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%
MeVa	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.48%	1.52%

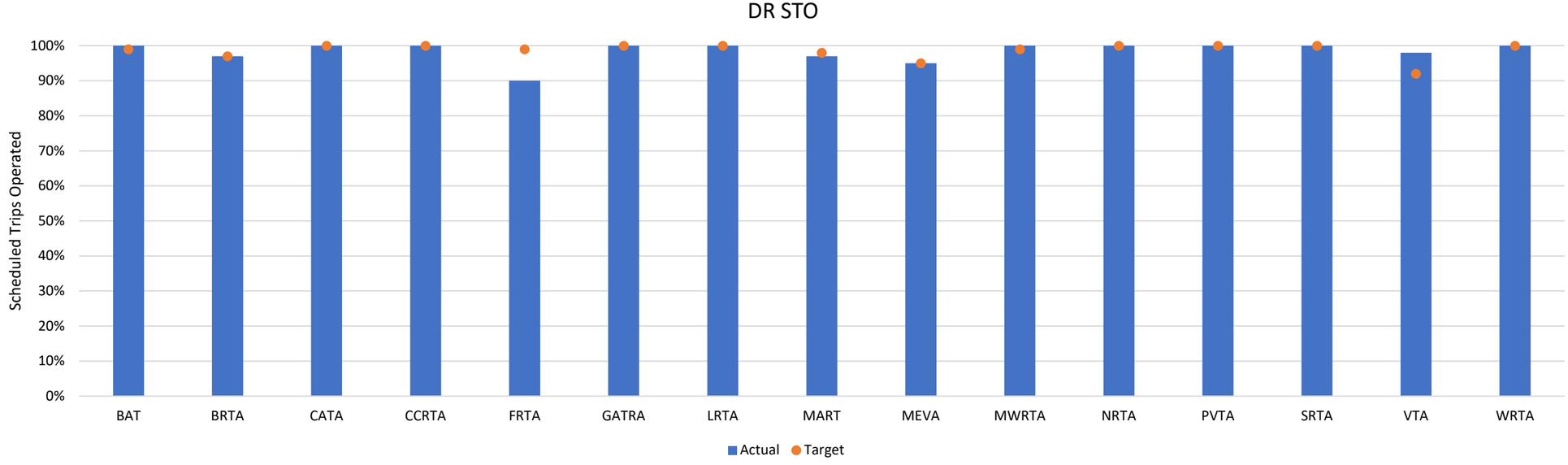
FY22 Scheduled Trips Operated | Demand Taxi																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
MART	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%	2.00%





For FY2022, the average percentage of scheduled trips operated fared better for the demand response mode. Still, fixed route performance only dropped to -2.54% at its lowest point for this metric. Potential reasons for a trip to be un-operated include maintenance issues or inclement weather. In addition, limited workforce availability related to the national driver shortage also impact an RTAs ability to full deliver the scheduled number of trips, most notably for the fixed route mode, which, by nature, is rigid and fixed in its deployment. Because demand response service is highly variable and, also by nature, dependent on demand, this mode is more stable in terms of schedule adherence.


FR STO
Scheduled Trips Operated
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target


DR STO
Scheduled Trips Operated
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MEVA
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA
Actual
Target

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.[80] On average, RTA rolling stock fleets consist of buses, cutaways, vans, and minivans. RTA rolling stock fleets are generally in a state of good repair (SGR), despite RTA reported delays in vehicle deliveries because of pandemic related supply shortages. With a few exceptions, most of the reported rolling stock that is beyond useful life is under 30%. Lower performance percentages are representative of a better SGR. Based on the FY2022 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.

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.[81]

Rolling Stock: Bus (BU) | 14 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	8.00%	**2.17%**	5.83%
BRTA	0.00%	**27.27%**	-27.27%
CATA	40.00%	**47.62%**	-7.62%
CCRTA	0.00%	**0.00%**	0.00%
FRTA*	0.00%	**47.06%**	-47.06%
GATRA	24.00%	**3.33%**	20.67%
LRTA	5.00%	**4.55%**	0.45%
MART	10.00%	**5.25%**	4.75%
MeVa	17.00%	**4.92%**	12.08%
MWRTA			
NRTA	0.00%	**68.42%**	-68.42%
PVTA	32.00%	**31.75%**	0.25%
SRTA	25.00%	**46.88%**	-21.88%
VTA	3.00%	**3.23%**	-0.23%
WRTA	22.64%	**33.33%**	-10.69%

[80] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[81] 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.[82]

Rolling Stock: Cutaway (CU) | 14 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	25.00%	**25.00%**	0.00%
BRTA	30.00%	**19.35%**	10.65%
CATA	0.00%	**31.25%**	-31.25%
CCRTA	10.00%	**0.00%**	10.00%
FRTA*	0.00%	**0.00%**	0.00%
GATRA	10.00%	**0.00%**	10.00%
LRTA	35.00%	**39.58%**	-4.58%
MART	20.00%	**0.00%**	20.00%
MeVa	0.00%	**0.00%**	0.00%
MWRTA	25.00%	**21.30%**	3.70%
NRTA			
PVTA	39.00%	**39.09%**	-0.09%
SRTA	25.00%	**35.48%**	-10.48%
VTA	0.00%	**0.00%**	0.00%
WRTA	36.84%	**37.50%**	-0.66%

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.[83]

Rolling Stock: Minivan (MV) | 5 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT			
BRTA	0.00%	**0.00%**	0.00%
CATA			
CCRTA	0.00%	**9.52%**	-9.52%
FRTA*			
GATRA			
LRTA	0.00%	**0.00%**	0.00%
MART			
MeVa			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	0.00%	**100.00%**	-100.00%
WRTA	100.00%	**100.00%**	0.00%

[82] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[83] 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.[84]

Rolling Stock: Van (VN) | 7 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	13.00%	**11.11%**	1.89%
BRTA			
CATA			
CCRTA			
FRTA*	0.00%	**0.00%**	0.00%
GATRA	34.00%	**12.50%**	21.50%
LRTA			
MART	0.00%	**0.00%**	0.00%
MeVa			
MWRTA	0.00%	**0.00%**	0.00%
NRTA	0.00%	**50.00%**	-50.00%
PVTA			
SRTA			
VTA	0.00%	**100.00%**	-100.00%
WRTA			

Over-the-road Bus (BU): A bus characterized by an elevated passenger deck located over a baggage compartment.[85]

Rolling Stock: Over-the-road Bus (BR) | 1 RTA Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MeVa	33.00%	**0.00%**	33.00%
MWRTA			
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

[84] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[85] 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.[86]

Rolling Stock: Automobile (AO) | 1 RTA Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT BRTA CATA CCRTA FRTA* GATRA LRTA MART MEVA MWRTA NRTA PVTA SRTA VTA WRTA	0.00%	**100.00%**	-100.00%

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.[87]

Rolling Stock: Articulated Bus (AB) | 1 RTA Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT BRTA CATA CCRTA FRTA* GATRA LRTA MART MeVa MWRTA NRTA PVTA SRTA VTA WRTA	0.00%	**0.00%**	0.00%

[86] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[87] 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.[88] On average, RTA support fleets consist of automobiles, trucks, and other rubber tile vehicles. RTA equipment fleets are generally in a state of good repair (SGR), though slightly less so than RTA revenue fleets. Support fleet SGR performance ranges between 0% and 100% beyond the useful life benchmark. Lower performance percentages are representative of a better SGR. Based on the FY2022 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.

Automobiles: Passenger cars, including station wagons. Excludes SUVs (crossovers and traditional SUVs), vans, minivans, and pickup trucks.[89]

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.[90]

Equipment: Automobiles | 12 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	33.00%	**50.00%**	-17.00%
BRTA	100.00%	**100.00%**	0.00%
CATA			
CCRTA	0.00%	**0.00%**	0.00%
FRTA*	66.00%	**100.00%**	-34.00%
GATRA	0.00%	**33.33%**	-33.33%
LRTA	33.33%	**33.33%**	0.00%
MART			
MeVa	0.00%	**100.00%**	-100.00%
MWRTA			
NRTA			
PVTA	100.00%	**100.00%**	0.00%
SRTA	50.00%	**66.67%**	-16.67%
VTA	0.00%	**44.44%**	-44.44%
WRTA	50.00%	**50.00%**	0.00%

Equipment: Trucks and Other Rubber Tire Vehicles | 14 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	37.50%	**37.50%**	0.00%
BRTA	100.00%	**100.00%**	0.00%
CATA	100.00%	**0.00%**	100.00%
CCRTA	10.00%	**0.00%**	10.00%
FRTA*	85.00%	**0.00%**	85.00%
GATRA	14.00%	**28.57%**	-14.57%
LRTA	75.00%	**12.50%**	62.50%
MART	17.00%	**17.86%**	-0.86%
MeVa	8.33%	**0.00%**	8.33%
MWRTA	50.00%	**41.67%**	8.33%
NRTA	0.00%	**0.00%**	0.00%
PVTA	27.00%	**80.00%**	-53.00%
SRTA	50.00%	**58.82%**	-8.82%
VTA			
WRTA	75.00%	**100.00%**	-25.00%

[88] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[89] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[90] 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.[91] 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 one exception, all 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.

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.[92]

Facilities: Passenger / Parking Facilities | 11 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	0.00%	0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA			
CCRTA	0.00%	0.00%	0.00%
FRTA*			
GATRA	0.00%	0.00%	0.00%
LRTA	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%
MeVa	0.00%	0.00%	0.00%
MWRTA			
NRTA			
PVTA	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%

[91] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[92] 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.[93]

Facilities: Administrative / Maintenance Facilities | 15 RTAs Reporting			
RTA	FY22 Target (%)	FY22 Performance (%)	Difference
BAT	0.00%	0.00%	0.00%
BRTA	0.00%	0.00%	0.00%
CATA	0.00%	0.00%	0.00%
CCRTA	0.00%	0.00%	0.00%
FRTA*	100.00%	50.00%	50.00%
GATRA	0.00%	0.00%	0.00%
LRTA	0.00%	0.00%	0.00%
MART	0.00%	0.00%	0.00%
MeVa	0.00%	0.00%	0.00%
MWRTA	0.00%	0.00%	0.00%
NRTA	0.00%	0.00%	0.00%
PVTA	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%

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

Safety Performance Metric Analysis

Fatalities

Fatalities: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that results in a fatality.[94] Fatalities that occur because of illnesses, drug overdoses, or other natural causes are not reportable.[95] With one exception, RTAs' CY2021 performance was on target for fatalities.

Note: This metric is only reported by Section 5307 recipient RTAs. PVTA assigns targets and reports this metric systemwide and not by mode.

Fatalities - Fixed Route			
RTA	Target	Actual	% Variance
BAT	0.00	0.00	0.00%
BRTA	0.00	0.00	0.00%
CATA	0.00	0.00	0.00%
CCRTA	0.00	0.00	0.00%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa		0.00	
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	1.00	100.00%
WRTA	0.00	0.00	0.00%

Fatalities - Demand Response			
RTA	Target	Actual	% Variance
BAT	0.00	0.00	0.00%
BRTA	0.00	0.00	0.00%
CATA	0.00	0.00	0.00%
CCRTA	0.00	0.00	0.00%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa		0.00	
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	0.00	0.00%
WRTA	0.00	0.00	0.00%

Fatality Rate (per 1M VRM) - Fixed Route			
RTA	Target	Actual	% Variance
BAT	0.00	0.00	0.00%
BRTA	0.00	0.00	0.00%
CATA	0.00	0.00	0.00%
CCRTA	0.00	0.00	0.00%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa		0.00	
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	0.60	100.00%
WRTA	0.00	0.00	0.00%

Fatality Rate (per 1M VRM) - Demand Response			
RTA	Target	Actual	% Variance
BAT	0.00	0.00	0.00%
BRTA	0.00	0.00	0.00%
CATA	0.00	0.00	0.00%
CCRTA	0.00	0.00	0.00%
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa		0.00	
MWRTA	0.00	0.00	0.00%
PVTA	0.00	0.00	0.00%
SRTA	0.00	0.00	0.00%
WRTA	0.00	0.00	0.00%

[94] FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

[95] FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

Injuries

Injuries: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that results in any damage or harm to persons that requires immediate medical attention away from the scene. Illnesses (e.g., seizure, heart attack) that require immediate medical attention away from the scene are not reportable.[96] For the most part, RTAs' CY2021 performance was well below the target for reportable injuries.

Note: This metric is only reported by Section 5307 recipient RTAs. PVTA assigns targets and reports this metric systemwide and not by mode.

CY21 Fixed Route Injuries			
RTA	Target	Actual	% Variance
BAT	10.00	9.00	-10.00%
BRTA	4.00	1.00	-75.00%
CATA	1.00	0.00	-100.00%
CCRTA	8.00	1.00	-87.50%
GATRA	3.00	1.00	-66.67%
LRTA	2.00	2.00	0.00%
MART	5.00	1.00	-80.00%
MeVa		0.00	
MWRTA	12.00	0.00	-100.00%
PVTA	0.00	0.00	0.00%
SRTA	8.00	0.00	-100.00%
WRTA	10.00	0.00	-100.00%

CY21 Demand Response Injuries			
RTA	Target	Actual	% Variance
BAT	4.00	0.00	-100.00%
BRTA	0.00	1.00	100.00%
CATA	1.00	0.00	-100.00%
CCRTA	4.00	0.00	-100.00%
GATRA	2.00	2.00	0.00%
LRTA	1.00	0.00	-100.00%
MART	5.00	0.00	-100.00%
MeVa		0.00	
MWRTA	8.00	0.00	-100.00%
PVTA	0.00	0.00	0.00%
SRTA	1.00	0.00	-100.00%
WRTA	1.00	1.00	0.00%

CY21 Fixed Route Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	7.60	7.97	4.81%
BRTA	4.20	1.20	-71.50%
CATA	4.80	0.00	-100.00%
CCRTA	0.60	0.59	-0.86%
GATRA	1.80	0.89	-50.51%
LRTA	1.50	1.81	20.35%
MART	7.50	1.22	-83.77%
MeVa		0.00	
MWRTA	1.00	0.00	-100.00%
PVTA	0.00	0.00	0.00%
SRTA	5.20	0.00	-100.00%
WRTA	5.10	0.00	-100.00%

CY21 Demand Response Injury Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	5.90	0.00	-100.00%
BRTA	0.00	5.59	100.00%
CATA	8.20	0.00	-100.00%
CCRTA	0.10	0.00	-100.00%
GATRA	1.30	1.33	2.57%
LRTA	3.00	0.00	-100.00%
MART	2.00	0.00	-100.00%
MeVa		0.00	
MWRTA	1.00	0.00	-100.00%
PVTA	0.00	0.00	0.00%
SRTA	1.90	0.00	-100.00%
WRTA	0.80	1.43	78.62%

[96] FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

Safety Events

Safety Events: A reportable event that occurs at a transit revenue facility, maintenance facility, or rail yard, on transit right-of-way or infrastructure during a transit-related maintenance activity; or involves a transit revenue vehicle that is inclusive of the following event types[97]:

- Collisions (i.e., an impact of a transit vehicles with another vehicle or object)
- Unsuppressed fires
- Hazardous material spills
- Acts of God (e.g., natural catastrophes, such as earthquakes, floods, hurricanes, tornados, other high winds, lightning, snow, and ice storms)

For the most part, RTAs' CY2021 performance was well below the target for reportable safety events.

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

CY21 Fixed Route Safety Events			
RTA	Target	Actual	% Variance
BAT	6.00	3.00	-50.00%
BRTA	3.00	2.00	-33.33%
CATA	1.00	0.00	-100.00%
CCRTA	16.00	1.00	-93.75%
GATRA	3.00	1.00	-66.67%
LRTA	1.00	4.00	300.00%
MART	5.00	1.00	-80.00%
MeVa		0.00	
MWRTA	18.00	2.00	-88.89%
PVTA		0.00	
SRTA	8.00	2.00	-75.00%
WRTA	9.00	3.00	-66.67%

CY21 Demand Response Safety Events			
RTA	Target	Actual	% Variance
BAT	4.00	0.00	-100.00%
BRTA	0.00	1.00	100.00%
CATA	1.00	0.00	-100.00%
CCRTA	8.00	0.00	-100.00%
GATRA	2.00	1.00	-50.00%
LRTA	1.00	1.00	0.00%
MART	5.00	0.00	-100.00%
MeVa		0.00	
MWRTA	12.00	0.00	-100.00%
PVTA		0.00	
SRTA	1.00	0.00	-100.00%
WRTA	1.00	1.00	0.00%

CY21 Fixed Route Safety Event Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	4.60	2.66	-42.28%
BRTA	3.20	2.39	-25.18%
CATA	4.80	0.00	-100.00%
CCRTA	1.20	0.59	-50.43%
GATRA	1.80	0.89	-50.51%
LRTA	1.50	3.61	140.69%
MART	7.50	1.22	-83.77%
MeVa		0.00	
MWRTA	1.50	2.02	34.34%
PVTA		0.00	
SRTA	5.20	1.20	-76.85%
WRTA	4.60	1.49	-67.71%

CY21 Demand Response Safety Event Rate (per 1M VRM)			
RTA	Target	Actual	% Variance
BAT	5.90	0.00	-100.00%
BRTA	0.00	5.59	100.00%
CATA	8.20	0.00	-100.00%
CCRTA	0.20	0.00	-100.00%
GATRA	1.30	0.67	-48.71%
LRTA	3.00	2.28	-23.88%
MART	2.00	0.00	-100.00%
MeVa		0.00	
MWRTA	1.50	0.00	-100.00%
PVTA		0.00	
SRTA	1.90	0.00	-100.00%
WRTA	0.80	1.43	78.62%

[97] FTA Office of Budget and Policy. January 2022. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2022-02/2022%20Safety%20and%20Security%20Policy%20Manual%20Version%201.0_0.pdf)

Preventable Accidents per 100,000 Vehicle Revenue Miles (VRM)

Preventable Accidents / 100K VRM: The number of preventable accidents for every 100,000 revenue miles operated. A preventable accident is defined as an accident in which the transit personnel did not do everything reasonably expected to prevent the accident from occurring. For the most part, RTAs' FY2022 performance was well below the target for preventable accidents.

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

FY22 Fixed Route Preventable Accidents / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	2.06	1.99	1.47	35.43%
NRTA	0.00	0.00	0.00	0.00%
VTA	0.00	0.00	4.75	-100.00%

FY22 Demand Response Preventable Accident / 100K VRM				
RTA	Baseline	Actual	Target	Variance
FRTA	3.18	0.59	1.49	-60.68%
NRTA	0.00	0.00	0.00	0.00%
VTA	0.00	0.00	3.75	-100.00%

Summary & Next Steps

This FY2022 progress report provides a description of the system of performance metrics bilaterally agreed to by MassDOT RTD and the RTAs and includes analysis of individual performance results, as required by the Act. The data underscores the individual characteristics of each RTA and demonstrates that the COVID-19 pandemic has impacted each in different ways. For the FY2022-2023 MOU period, RTD recognized that targeting a return to FY2019 performance is not a sustainable practice for all RTAs, and therefore required the use of a midpoint baseline for target setting purposes. As shown in Figure 17, the RTAs on average exceeded ridership targets for both modes. The demand response mode performed quite well, likely due to microtransit or other flexible service offerings. In correlation with this observation, RTA productivity also exceeded expected targets (Figure 18). Fare revenue collection was fairly on target, and on average even exceeded expectations for the demand response mode. Again, this is likely related to the offering of premium services, such as microtransit, which required fare collection and operated successfully throughout the year. Cost efficiency targets were on average within 10% of their expected performance, meaning that, despite rising costs, RTAs have a good grasp on expected operating expenses. RTA cost per passenger was lower, and therefore more efficient, than predicted due to exceeded expectations in overall ridership. From a customer service perspective, RTA average on-time was also on target, though increased congestion prevented the RTAs from exceeding this target, as experienced in FY2020 and FY2021. Schedule adherence was very close to RTA expectations, despite challenges with workforce availability.

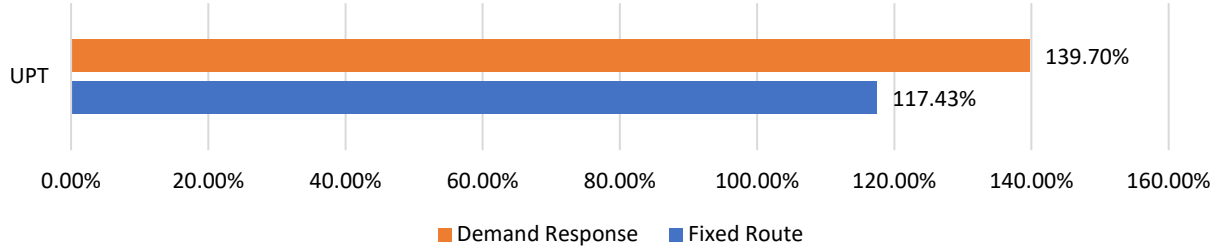


Figure 17: Average year-to-date (YTD) distance from the identified target for unlinked passenger trips.

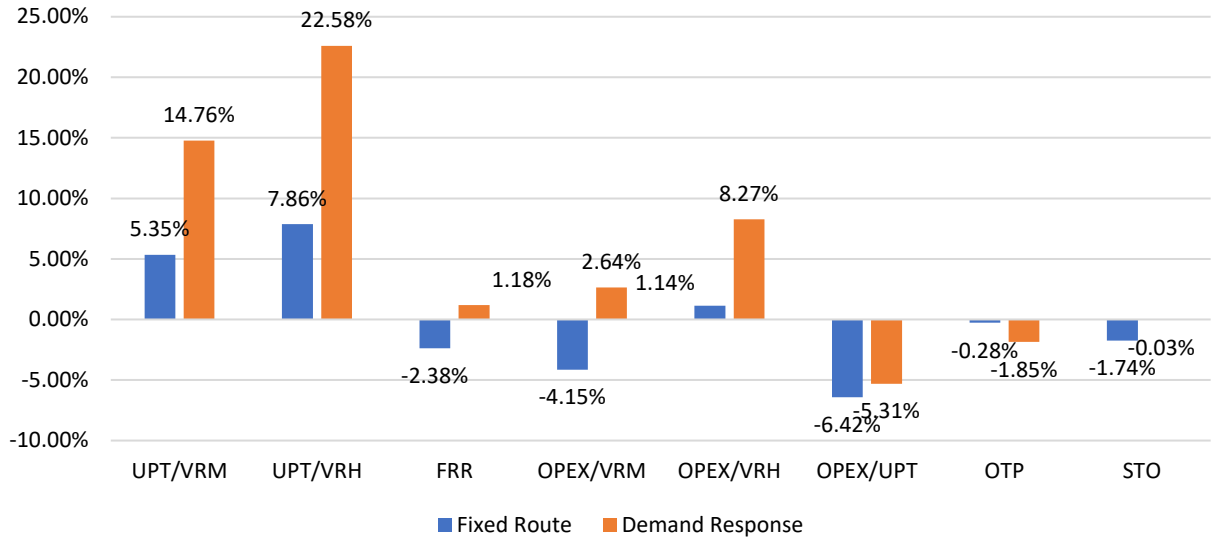


Figure 18: Average year-to-date (YTD) distance from the identified target by metric, not including unlinked passenger trips.

In addition to the use of a midpoint baseline, RTD required the RTAs to include a recovery baseline of FY2019 data used to monitor the RTAs gradual recovery from the pandemic. Analysis of the recovery baselines show that, while RTAs have on average recovered over 65% of their ridership, overall productivity, particularly for fixed route, is still trending below FY2019 performance (Figure 19). Fixed route farebox recovery also remains lower than FY2019, given the continuance of fare free opportunities presented by several RTAs for this mode. Demand response farebox recovery performance is closer to FY2019 levels, likely due to the collection of fares for beyond ADA and microtransit services offered across the state. Despite RTA mitigation efforts to reduce operating costs through improved service decisions, cost efficiency metrics remain higher than FY2019 levels. Most notably, costs on a per passenger basis are much higher than FY2019, as the RTAs have not fully recovered to pre-pandemic ridership. Finally, RTA average on-time performance closely mirrors that of FY2019, and even exceeds pre-pandemic numbers for demand response. Despite workforce challenges, average trip delivery is also on par with pre-pandemic performance.

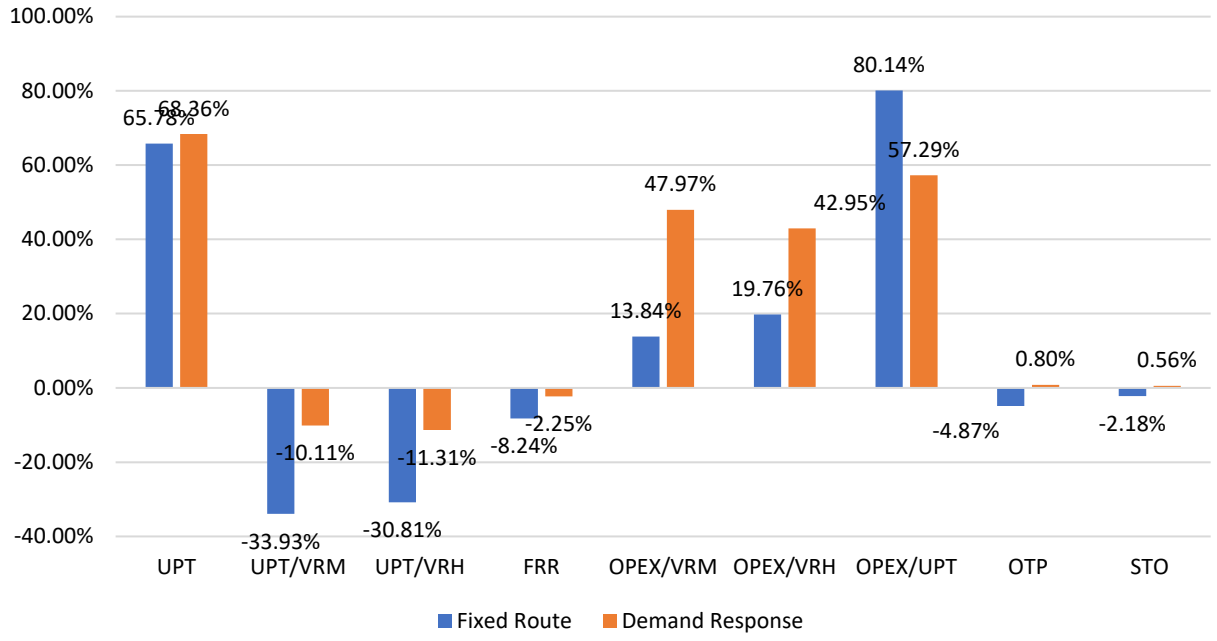


Figure 19: Average year-to-date (YTD) distance from the identified recovery baseline (FY2019) by metric.

MassDOT RTD expects that the results of the performance management program will continue to prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations to challenges the RTAs face. The program encourages data-driven decision making and agency transparency to the general public, which is particularly relevant as the RTAs work to rebuild customers' confidence in the safety, accessibility, and availability of riding public transit. MassDOT RTD will continue to deliver this report annually with updated actual and target values derived from the MOU process. Continuing to collect actual and target values over time will allow for longitudinal analyses that highlight trends, best practices, and successful innovative policies, as well as the impact of external factors, including the COVID-19 pandemic. Detail on the annually collected metrics and supplemental information on each RTA's system can be found in Appendix B.

Appendices

Appendix A – RTA Background Information

In Massachusetts, there are fifteen RTAs outside of the Greater Boston Area (Figure 20). Each RTA is locally governed by an Advisory Board and provides a combination of fixed route and demand response transit services, including ADA paratransit, to their member communities. Some RTAs opt to provide additional modes of service, including demand taxi and commuter bus. These services, while managed by the RTA's administrative staff, are provided through contracted operators. In FY2019, the RTAs provided a total of 29,121,248 unlinked passenger trips to local transit riders throughout the Commonwealth.[98] In FY2020, a total of 23,351,598 unlinked passenger trips were provided, a 19.8% reduction from the year before.[99] In FY2021, the RTAs provided a total of 14,001,768 unlinked trips, a further reduction of 40% from the year before.[100] In FY2022, RTA ridership exhibited an increase of 36.1% from the previous year, totaling at 19,060,534 unlinked passenger trips.[101]

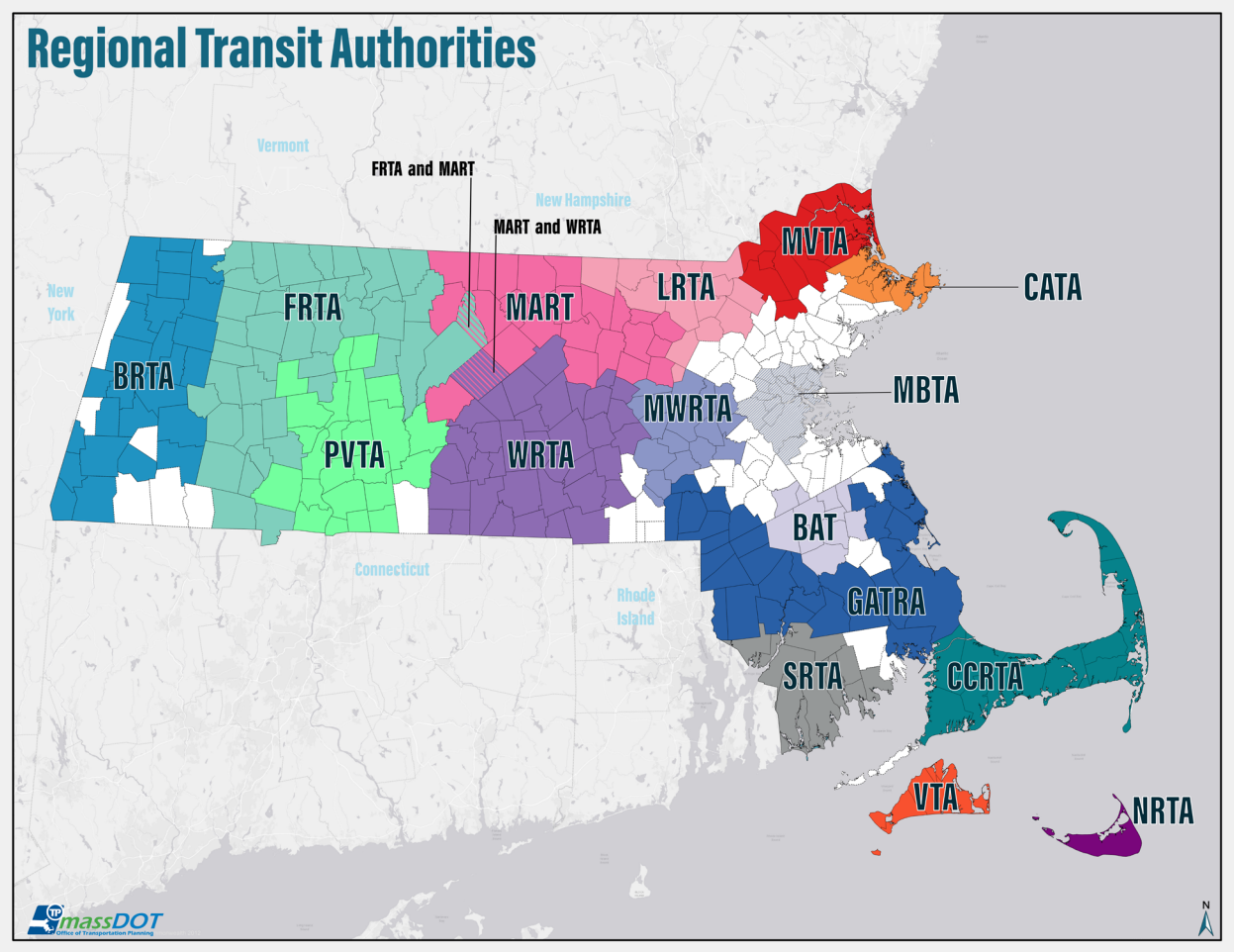


Figure 20: Map of the RTAs in Massachusetts, including the Massachusetts Bay Transportation Authority (MBTA) bus system.

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.

[98] GrantsPlus+ Monthly Service Data Reports
[99] GrantsPlus+ Monthly Service Data Reports
[100] GrantsPlus+ Monthly Service Data Reports
[101] GrantsPlus+ Monthly Service Data Reports

The Commonwealth provides the RTAs with operating funds in the form of State Contract Assistance (SCA), which is passed through the Massachusetts Department of Transportation (MassDOT) (Figure 21). 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 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 or in FY2023. Instead, the FY2023 budget included additional funds to be used on grants for means-tested, discounted or fare-free pilot programs to be administered by the RTAs.

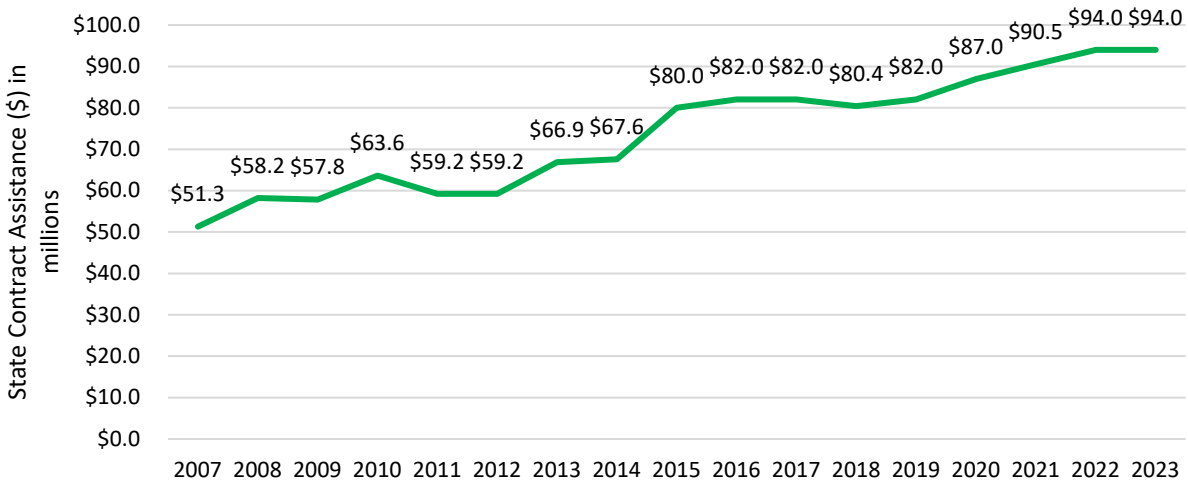


Figure 21: Total SCA allocation (in millions) for all RTAs (FY2007-FY2023). This does not include discretionary grant funding from the FY2019, FY2020 and FY2021 budget cycles, or fare free pilot funding from the FY2023 budget cycle.

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 22). This trend has been exacerbated by the COVID-19 pandemic, as shown in fiscal years 2020 through 2022. Still, FY2022 does exhibit a rebound in ridership as compared to the previous fiscal year, showing the RTAs' gradual movement towards a "post-pandemic" world.

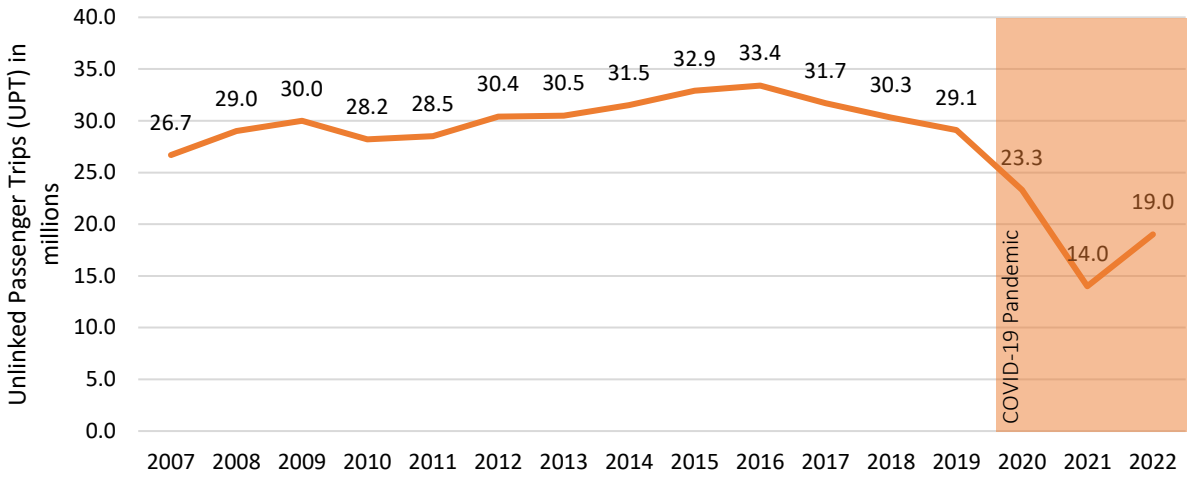


Figure 22: Total ridership (in millions) for all RTAs (FY2007-FY2022).

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

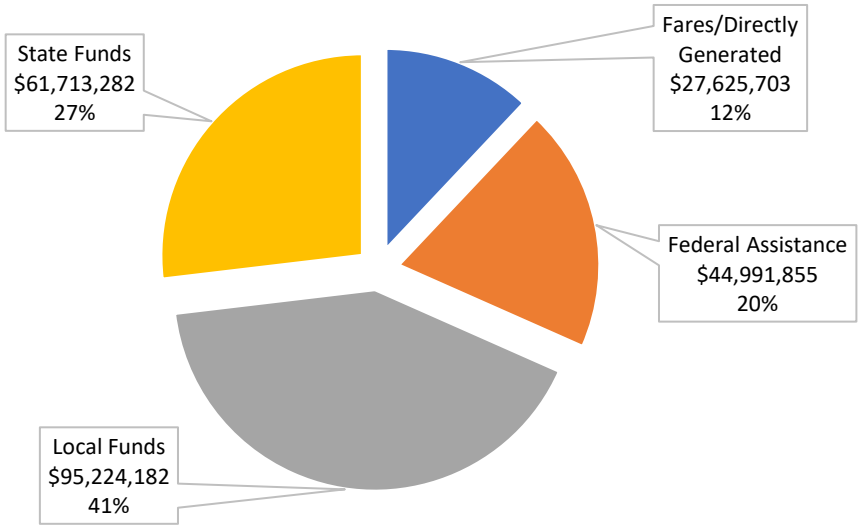


Figure 23: Sources of operating funds expended during SFY2021[102]

The RTAs' capital programs are funded through two main sources: state and Federal funds (Figure 24). 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.

[102] 2020 Funding Sources, National Transit Database (https://www.transit.dot.gov/ntd/data-product/2020-funding-sources)

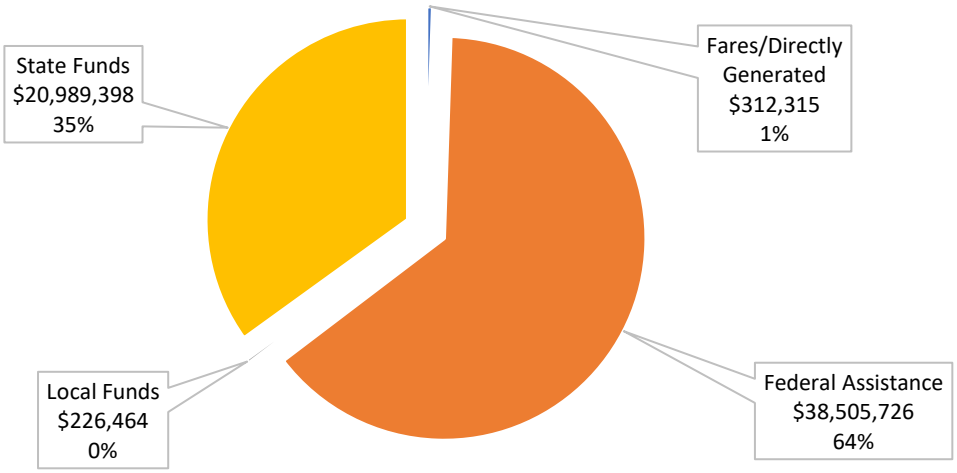


Figure 24: Sources of capital funds expended during SFY2021.[103]

[103] 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 data submitted to MassDOT by the RTAs over the course of FY2022, as well as the agencies' websites. These summaries provide a high-level overview of the RTAs' history, administration, recent operations, and jurisdictions served.

Performance Metrics

For each RTA, a series of charts are included that provide an overview of all performance metrics and targets for each RTA, as identified in the FY2022-FY2023 MOUs. The charts are the same values that were reported by metric in the *Performance Metrics* section and are now grouped by RTA.

Asset Management Metrics

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

Safety Performance Metrics

For each RTA, the NTD reported safety metrics have been summarized by event type and rate. These are the same values that were reported by metric in the *Safety Performance Metrics* section and are now grouped by RTA. This data is reported on a calendar year, rather than a fiscal year.

Annually Reported Performance Metrics

The Annually Reported Metrics reflect the unique measures that each RTA tracks and finds relevant to their system. Since these metrics are specific to each RTA, this section does not include comparative interpretation or analysis. Each RTA reports on fleet composition based on fuel type, the number of external partnerships established, and two metrics of choice. The first "choice" metric, defined as the CRTP Choice Metric, is tied to a recommendation from each system's Comprehensive Regional Transit Plan, a regional planning document completed in 2020. The second "choice" metric is the RTA's choice, defined as the Free Choice Metric, and represents a goal or value that is particularly important to both the system and its rider.

Berkshire Regional Transit Authority (BRTA)

Summary Profile

Headquarters:
1 Columbus Avenue, Suite 201
Pittsfield, MA 01201

Administrator:
Robert Malnati

Website:
www.berkshirerta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:45am – 7:20pm Sat: 7:15am – 7:00pm Sun: No Service

Ridership Information (FY22)	
Fixed Route	**391,921** unlinked passenger trips
Demand Response	**19,420** 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 – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	162,542	32,151	29,371	35,296	33,802	29,117	32,295	27,179	26,783	35,434	36,421	35,187	38,885	**391,921**	419,635	93.40%
UPT/VRM	0.36	0.42	0.38	0.54	0.53	0.47	0.45	0.41	0.41	0.47	0.51	0.51	0.54	**0.47**	0.47	0.44%
UPT/VRH	6.32	7.49	6.82	9.88	9.55	8.49	8.20	7.43	7.34	8.54	9.23	9.19	9.75	**8.47**	8.22	2.99%
FRR	8.31%	6.94%	11.06%	8.80%	10.19%	7.88%	10.11%	6.52%	7.24%	8.85%	10.21%	9.19%	9.08%	**8.76%**	7.10%	1.66%
OP EXP/VRM	$5.87	$6.96	$4.95	$7.98	$6.54	$7.58	$7.25	$7.67	$7.45	$7.57	$6.16	$6.67	$6.94	**$6.95**	$7.64	-9.02%
OP EXP/VRH	$103.56	$124.81	$88.74	$145.05	$118.77	$137.86	$131.32	$138.24	$134.22	$136.44	$110.99	$120.16	$125.04	**$125.38**	$134.40	-6.71%
OPEX/UPT	$16.38	$16.65	$13.01	$14.68	$12.44	$16.23	$16.01	$18.60	$18.29	$15.97	$12.02	$13.07	$12.82	**$14.81**	$16.35	-9.42%
OTP	91.38%	76.00%	77.00%	81.00%	80.01%	84.30%	82.70%	83.60%	82.10%	81.30%	82.60%	78.00%	81.50%	**80.84%**	91.50%	-10.66%
STO	96.64%	99.82%	99.96%	99.87%	99.89%	99.98%	99.70%	99.66%	99.44%	99.96%	99.94%	99.94%	99.98%	**99.85%**	96.50%	3.35%

Demand Response - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	6,536	1,486	1,423	1,552	1,538	1,375	1,601	1,437	1,459	1,940	1,751	1,846	2,012	**19,420**	15,465	125.57%
UPT/VRM	0.10	0.11	0.11	0.10	0.11	0.11	0.11	0.11	0.11	0.12	0.11	0.11	0.10	**0.11**	0.11	2.53%
UPT/VRH	0.91	1.29	1.32	1.46	1.44	1.36	1.21	1.26	1.16	1.27	1.26	1.30	1.28	**1.29**	1.01	28.65%
FRR	6.32%	6.45%	11.49%	10.70%	14.41%	10.56%	7.05%	10.73%	8.71%	10.61%	9.40%	7.98%	7.81%	**9.20%**	6.45%	2.76%
OP EXP/VRM	$4.75	$4.64	$3.29	$3.30	$2.64	$3.46	$5.18	$3.43	$4.44	$3.78	$3.78	$4.30	$4.50	**$3.93**	$4.81	-18.17%
OP EXP/VRH	$44.07	$55.48	$40.51	$46.58	$33.33	$41.91	$59.80	$39.99	$47.12	$41.57	$42.65	$51.55	$56.35	**$46.89**	$45.67	2.68%
OPEX/UPT	$48.25	$42.90	$30.57	$31.99	$23.19	$30.84	$49.34	$31.81	$40.75	$32.80	$33.96	$39.74	$44.08	**$36.27**	$45.44	-20.19%
OTP	95.86%	98.00%	99.00%	98.00%	97.80%	97.60%	95.90%	97.80%	97.65%	96.70%	95.30%	95.05%	94.45%	**96.94%**	96.00%	0.94%
STO	96.32%	97.25%	97.40%	98.73%	97.84%	96.76%	96.91%	95.61%	96.62%	97.63%	96.63%	97.83%	98.00%	**97.27%**	96.50%	0.77%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	0.00%	27.27%	-27.27%
Cutaway (CU)	30.00%	19.35%	10.65%
Minivan (MV)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.00	1.00	-75.00%
Demand Response	0.00	1.00	100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.20	1.20	-71.50%
Demand Response	0.00	5.59	100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	3.00	2.00	-33.33%
Demand Response	0.00	1.00	100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	3.20	2.39	-25.18%
Demand Response	0.00	5.59	100.00%

Annual Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	48%	0%
CNG	0%	0%
Diesel	33%	0%
Gasoline	19%	100%

External Partnerships	7	16

CRTP Choice Metric	
Name of Metric	Undertake a bus stop improvement prioritization process and implement enhancements as funding is available.
Value/Description	Installed trial signage in 1 community. Discussions continue to expand systemwide.
Target	1 Project
Notes	

Free Choice Metric	
Name of Metric	Wheelchair transports on FR vehicles as a percentage of UPT
Value/Description	0.40%
Target	0.57%
Notes	Below target by 30%

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 (FY22)	
Fixed Route	**1,371,829** unlinked passenger trips
Demand Response	**99,188** unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	602,618	106,503	114,179	122,255	119,181	114,880	112,333	87,734	95,386	124,451	122,734	124,352	128,606	**1,372,594**	1,318,363	104.11%
UPT/VRM	1.07	1.16	1.22	1.28	1.22	1.21	1.41	0.96	1.00	1.17	1.26	1.36	1.37	**1.21**	1.07	13.54%
UPT/VRH	14.71	15.28	16.14	16.99	15.95	15.91	15.41	12.85	13.34	15.67	15.86	17.72	18.33	**15.79**	14.53	8.70%
FRR	8.32%	12.40%	13.61%	14.00%	14.83%	13.42%	12.78%	10.44%	11.49%	13.26%	14.62%	17.05%	13.16%	**13.39%**	11.17%	2.22%
OP EXP/VRM	$9.28	$9.07	$8.70	$9.49	$9.20	$9.90	$11.91	$11.45	$10.10	$9.07	$10.88	$9.89	$12.07	**$10.11**	$10.89	-7.19%
OPEX/VRH	$128.01	$119.45	$115.54	$126.03	$120.23	$130.26	$130.25	$153.51	$134.26	$121.80	$137.18	$129.00	$161.46	**$131.40**	$147.65	-11.01%
OPEX/UPT	$8.71	$7.82	$7.16	$7.42	$7.54	$8.19	$8.45	$11.94	$10.06	$7.77	$8.65	$7.28	$8.81	**$8.32**	$10.16	-18.11%
OTP	99.89%	99.60%	99.97%	99.47%	99.51%	99.58%	99.66%	99.92%	99.85%	99.92%	99.84%	99.80%	99.87%	**99.75%**	98.00%	1.75%
STO	99.99%	100.00%	99.99%	99.99%	99.98%	99.99%	99.99%	99.99%	99.99%	99.97%	99.99%	99.93%	99.99%	**99.98%**	99.00%	0.98%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	28,915	7,364	8,471	8,397	7,727	8,628	8,513	7,186	7,496	9,833	8,841	9,179	9,390	**101,025**	60,000	168.38%
UPT/VRM	0.17	0.20	0.22	0.22	0.22	0.22	0.21	0.21	0.22	0.26	0.22	0.22	0.22	**0.22**	0.16	36.93%
UPT/VRH	1.15	1.81	1.99	1.97	1.92	2.14	1.92	1.85	2.00	2.03	1.90	2.04	2.12	**1.98**	1.20	64.69%
FRR	14.11%	22.55%	22.55%	25.52%	21.78%	24.50%	19.97%	21.86%	21.24%	24.26%	26.29%	26.94%	29.23%	**23.76%**	17.06%	6.70%
OP EXP/VRM	$9.87	$8.16	$8.03	$7.71	$7.93	$6.91	$8.46	$8.15	$8.23	$8.55	$7.47	$6.90	$5.67	**$7.65**	$12.72	-39.88%
OPEX/VRH	$68.54	$73.54	$74.45	$68.84	$70.35	$68.74	$78.22	$72.36	$75.13	$66.17	$65.03	$63.45	$54.01	**$68.98**	$92.85	-25.71%
OPEX/UPT	$59.53	$40.62	$37.34	$34.97	$36.63	$32.05	$40.77	$39.15	$37.55	$32.52	$34.26	$31.11	$25.49	**$34.90**	$77.38	-54.89%
OTP	94.05%	93.36%	93.36%	90.41%	89.34%	86.43%	89.04%	91.08%	89.69%	92.41%	91.70%	87.91%	86.31%	**90.09%**	90.00%	0.09%
STO	99.99%	100.00%	100.00%	100.00%	99.99%	99.98%	100.00%	99.99%	100.00%	99.99%	99.98%	100.00%	99.98%	**99.99%**	99.00%	0.99%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	8.00%	2.17%	5.83%
Cutaway (CU)	25.00%	25.00%	0.00%
Van (VN)	13.00%	11.11%	1.89%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	33.00%	50.00%	-17.00%
Trucks/Other Rubber Tires	37.50%	37.50%	0.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	10.00	9.00	-10.00%
Demand Response	4.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	7.60	7.97	4.81%
Demand Response	5.90	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	6.00	3.00	-50.00%
Demand Response	4.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.60	2.66	-42.28%
Demand Response	5.90	0.00	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	16%	0%
CNG	0%	0%
Diesel	84%	0%
Gasoline	0%	100%

External Partnerships	19	0

CRTP Choice Metric	
Name of Metric	Implement Rockland Service Changes to Connect the Rockland Area Directly to the BAT Centre
Value/Description	Ongoing
Target	Complete community outreach and implement new expanded Rockland service.
Notes	BAT is finalizing a contract award to a microtransit service provider that will begin offering expanded service in the town of Rockland and key locations in Abington and the BAT Centre.

Free Choice Metric	
Name of Metric	Increase Average Monthly Mobile App Uses
Value/Description	2,528
Target	1,700
Notes	Goal for FY22 was exceeded

Cape Ann Transportation Authority (CATA)

SUMMARY PROFILE

Headquarters:
3 Pond Road
Gloucester, MA 01930

Administrator:
Shona Norman (Interim)

Website:
www.canntran.com

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

Ridership Information (FY22)	
Fixed Route	**181,151** unlinked passenger trips
Demand Response	**36,402** unlinked passenger trips
Commuter Bus	**1,684** unlinked passenger trips

Municipalities Served (5)				
Essex	Gloucester	Hamilton	Ipswich	Rockport

PERFORMANCE METRICS

Fixed Route - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	68,541	17,592	17,826	19,252	17,651	15,462	14,995	12,934	12,630	16,915	15,907	11,480	8,507	**181,151**	70,000	258.79%
UPT/VRM	0.36	0.42	0.45	0.51	0.49	0.44	0.40	0.37	0.39	0.55	0.57	0.56	0.38	**0.46**	0.31	47.18%
UPT/VRH	4.32	5.80	6.09	7.20	6.45	5.74	5.31	4.81	5.10	6.10	8.00	8.19	6.70	**6.14**	4.33	41.91%
FRR	1.53%	2.09%	7.91%	3.68%	2.02%	2.23%	1.66%	2.11%	1.92%	1.92%	1.28%	1.89%	2.25%	**2.56%**	1.79%	0.77%
OPEX/VRM	$5.40	$6.85	$6.68	$7.60	$7.35	$6.20	$8.16	$6.42	$7.73	$9.21	$12.05	$13.57	$9.85	**$8.11**	$8.51	-4.65%
OP EXP/VRH	$65.28	$95.05	$90.46	$108.09	$96.16	$81.46	$109.02	$82.47	$100.77	$101.82	$168.28	$199.41	$174.79	**$109.28**	$120.40	-9.23%
OPEX/UPT	$15.12	$16.38	$14.86	$15.01	$14.90	$14.19	$20.52	$17.15	$19.75	$16.70	$21.04	$24.34	$26.09	**$17.78**	$27.84	-36.12%
OTP	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Demand Response - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	7,533	3,294	3,391	3,357	2,860	2,679	3,146	2,478	2,502	3,626	3,039	2,970	3,060	**36,402**	17,500	208.01%
UPT/VRM	0.15	0.20	0.20	0.19	0.18	0.18	0.20	0.18	0.18	0.19	0.18	0.18	0.18	**0.19**	0.13	43.26%
UPT/VRH	1.77	2.65	2.64	2.71	2.59	2.57	2.80	2.34	2.59	2.94	2.74	2.67	2.59	**2.66**	1.59	67.05%
FRR	1.56%	4.61%	6.11%	5.23%	5.44%	6.24%	4.94%	5.91%	5.34%	6.12%	4.51%	4.82%	6.50%	**5.43%**	1.76%	3.67%
OPEX/VRM	$8.00	$5.77	$4.59	$5.22	$5.12	$4.55	$5.94	$4.90	$5.56	$4.65	$6.05	$5.59	$5.00	**$5.24**	$6.74	-22.23%
OPEX/VRH	$95.43	$75.68	$61.83	$72.78	$73.78	$64.67	$85.37	$64.74	$81.24	$71.12	$93.40	$81.56	$73.16	**$74.75**	$84.44	-11.48%
OPEX/UPT	$54.02	$28.60	$23.45	$26.90	$28.45	$25.18	$30.45	$27.69	$31.40	$24.18	$34.11	$30.59	$28.23	**$28.14**	$53.26	-47.16%
OTP	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Commuter Bus - Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	0	69	41	77	83	96	95	83	65	96	63	125	791	**1,684**	2,500	67.36%
UPT/VRM	0.00	0.09	0.05	0.10	0.11	0.13	0.12	0.11	0.09	0.11	0.08	0.14	0.70	**0.17**	0.33	-48.12%
UPT/VRH	0.00	2.65	1.46	2.96	3.32	3.84	3.39	3.19	2.71	3.31	2.52	1.44	2.91	**2.71**	8.00	-66.10%
FRR	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**	0.00%	0.00%
OPEX/VRM	$0.00	$2.76	$2.75	$2.32	$2.76	$2.75	$2.32	$2.75	$3.37	$3.41	$5.69	$19.30	$42.31	**$9.03**	$5.02	79.91%
OPEX/VRH	$0.00	$83.29	$80.83	$70.17	$82.50	$82.30	$68.26	$83.14	$99.77	$101.00	$170.39	$199.17	$174.54	**$143.05**	$120.40	18.81%
OPEX/UPT	$0.00	$31.39	$55.20	$23.69	$24.85	$21.43	$20.12	$26.04	$36.84	$30.51	$67.62	$138.63	$60.02	**$52.75**	$15.05	250.50%
OTP	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%
STO	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

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

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	40.00%	47.62%	-7.62%
Cutaway (CU)	0.00%	31.25%	-31.25%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.80	0.00	-100.00%
Demand Response	8.20	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.80	0.00	-100.00%
Demand Response	8.20	0.00	-100.00%

Annual Reporting Performance Metrics

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

CRTP Choice Metric	
Name of Metric	Reconfigure Business Express to better serve customers.
Value/Description	CATA developed a few routing options
Target	Route design for reconfiguration
Notes	

Free Choice Metric	
Name of Metric	Communications Strategy
Value/Description	CATA has implemented a new social media communications strategy, redesigned our summer service schedules, redesigned our regular bus schedule book, and redesigned advertising for summer services
Target	Research communications strategy
Notes	

External Partnerships	Fixed-Route	Demand-Response	Commuter Bus
	16	16	2

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 (FY22)	
Fixed Route	**449,598** unlinked passenger trips
Demand Response	**154,109** unlinked passenger trips
Demand Taxi	**2,849** unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	440,278	67,433	65,798	38,182	27,219	24,446	23,424	22,270	22,095	34,180	30,198	40,794	53,559	**449,598**	610,171	73.68%
UPT/VRM	0.29	0.36	0.35	0.27	0.22	0.19	0.17	0.18	0.19	0.26	0.24	0.31	0.37	**0.27**	0.49	-45.93%
UPT/VRH	5.11	6.47	6.29	5.02	4.24	3.75	3.40	3.50	3.70	4.96	4.70	6.01	7.02	**5.09**	5.99	-15.02%
FRR	6.58%	10.43%	9.51%	7.58%	4.21%	4.13%	4.97%	3.36%	3.35%	3.37%	4.96%	5.06%	4.88%	**5.91%**	10.54%	-4.63%
OPEX/VRM	$4.79	$4.60	$4.57	$4.36	$6.11	$5.98	$4.10	$3.34	$3.64	$3.16	$4.70	$4.47	$4.20	**$4.44**	$5.14	-13.62%
OP EXP/VRH	$85.65	$82.70	$82.35	$82.35	$118.30	$116.23	$80.12	$65.17	$70.82	$61.41	$91.33	$86.30	$80.24	**$84.45**	$62.21	35.76%
OPEX/UPT	$8.37	$12.79	$13.10	$16.42	$27.88	$31.02	$23.55	$18.63	$19.12	$12.39	$19.45	$14.35	$11.43	**$16.60**	$10.39	59.76%
OTP	83.12%	89.60%	90.02%	89.30%	89.30%	89.30%	90.02%	89.30%	90.00%	90.20%	90.20%	90.00%	89.00%	**89.69%**	74.44%	15.25%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	149,680	13,455	12,794	13,380	12,220	12,835	12,575	10,106	11,357	14,933	13,248	14,020	13,186	**154,109**	369,368	41.72%
UPT/VRM	0.11	0.14	0.14	0.13	0.13	0.14	0.14	0.13	0.14	0.14	0.14	0.14	0.15	**0.14**	0.11	22.52%
UPT/VRH	1.22	1.76	1.74	1.90	1.83	1.84	1.69	1.47	1.68	1.72	1.74	1.82	1.77	**1.75**	1.64	6.25%
FRR	3.72%	7.08%	7.31%	7.29%	4.10%	4.43%	4.03%	5.14%	4.99%	4.82%	6.95%	6.86%	6.43%	**5.78%**	7.05%	-1.27%
OPEX/VRM	$4.09	$5.94	$5.59	$5.50	$6.02	$5.44	$5.96	$7.38	$7.18	$5.63	$5.79	$5.72	$6.61	**$6.02**	$1.81	232.83%
OP EXP/VRH	$47.51	$72.95	$69.51	$78.51	$81.72	$72.02	$73.03	$81.84	$85.93	$70.10	$71.65	$72.13	$80.24	**$75.55**	$26.17	188.64%
OPEX/UPT	$19.41	$41.49	$40.00	$41.39	$44.77	$39.07	$43.16	$55.65	$51.22	$40.71	$41.08	$39.54	$45.26	**$43.23**	$12.73	239.58%
OTP	96.75%	87.23%	93.58%	93.72%	93.58%	93.58%	93.72%	93.58%	93.58%	93.58%	95.20%	93.58%	95.20%	**93.34%**	92.96%	0.38%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY21 Performance (%)	Difference
Bus (BU)	0.00%	0.00%	0.00%
Cutaway (CU)	10.00%	0.00%	10.00%
Minivan (MV)	0.00%	9.52%	-9.52%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	10.00%	0.00%	10.00%
Trucks/Other Rubber Tires	10.00%	0.00%	10.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	8.00	1.00	-87.50%
Demand Response	4.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.60	0.59	-0.86%
Demand Response	0.10	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	16.00	1.00	-93.75%
Demand Response	8.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.20	0.59	-50.43%
Demand Response	0.20	0.00	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	57.8%	0%
Gasoline	42.2%	100%

External Partnerships	22	4

CRTP Choice Metric		
Name of Metric	CRTP: Plan & Implement at least 5 of the 7 Top Ranked Recommendations in CR	Improved Marketing of services
Value/Description	Establish three separate routes meeting at hub in MacMillan Pier, Implemented new website; improved social media and traditional marketing outreach, Placement of electronic bus stop signage in Falmouth in progress	Implemented new website; improved social media and traditional marketing outreach
Target	Plan for at least 5 of the 7	

Free Choice Metric	
Name of Metric	Construct Bourne Rail Trail/Operate Buzzards Bay CR Extension
Value/Description	Currently in discussion with MassDOT and Friends of the Bourne Rail Trail for the Rail Trail/Commuter Rail extension.
Target	Plan for Rail Trail/CR Extension
Notes	

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: 9:30am – 5:30pm (FRTA Access only)

Ridership Information (FY22)	
Fixed Route	**56,774** unlinked passenger trips
Demand Response	**24,356** unlinked passenger trips
Demand Taxi	**4,288** unlinked passenger trips

Municipalities Served (41)								
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whatley
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	*Also served by MART
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton		

PERFORMANCE METRICS

Fixed Route - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	33,046	3,929	3,578	3,732	4,202	5,427	3,057	4,313	4,247	5,534	5,746	6,386	6,623	**56,774**	112,324	50.54%
UPT/VRM	0.14	0.16	0.14	0.15	0.15	0.19	0.10	0.16	0.16	0.19	0.21	0.32	0.29	**0.18**	0.28	-35.52%
UPT/VRH	3.78	3.75	3.42	3.73	3.71	4.76	2.45	3.79	3.90	4.21	4.79	5.17	4.78	**4.06**	5.63	-27.85%
FRR	0.56%	0.02%	0.04%	0.11%	0.18%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.03%**	6.98%	-6.95%
OPEX/VRM	$4.76	$9.76	$4.18	$4.21	$4.06	$4.48	$4.38	$4.61	$4.51	$4.93	$3.51	$6.70	$5.96	**$5.01**	$5.55	-9.73%
OP EXP/VRH	$132.47	$225.43	$102.62	$101.80	$102.35	$109.68	$106.56	$111.77	$108.58	$108.48	$81.83	$109.38	$97.44	**$112.73**	$110.45	2.06%
OPEX/UPT	$35.04	$60.07	$30.03	$27.28	$27.60	$23.04	$43.50	$29.52	$27.84	$25.76	$17.08	$21.15	$20.39	**$27.75**	$16.68	66.38%
OTP	--	--	--	--	--	--	--	--	--	--	--	--	--	**--**	--	--
STO	50.00%	66.13%	66.13%	66.13%	73.81%	74.19%	74.19%	74.12%	74.03%	79.03%	79.03%	83.18%	93.24%	**75.27%**	99.00%	-23.73%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	12,604	1,928	2,078	1,899	1,958	1,806	1,746	1,592	1,888	2,405	2,215	2,436	2,405	**24,356**	21,633	112.59%
UPT/VRM	0.13	0.11	0.11	0.10	0.12	0.11	0.10	0.11	0.12	0.27	0.10	0.10	0.12	**0.12**	0.11	5.26%
UPT/VRH	1.32	1.80	1.73	1.61	1.66	1.53	1.51	1.51	1.68	1.68	1.57	1.36	1.60	**1.59**	1.35	18.12%
FRR	4.18%	1.90%	2.84%	6.03%	5.04%	3.90%	6.14%	3.50%	4.25%	3.84%	5.01%	4.31%	4.62%	**4.08%**	11.00%	-6.92%
OPEX/VRM	$11.81	$11.99	$5.58	$5.72	$5.31	$5.77	$5.86	$6.74	$5.77	$13.38	$4.27	$4.73	$5.91	**$6.35**	$5.24	21.27%
OP EXP/VRH	$116.79	$192.30	$90.89	$89.21	$74.47	$79.90	$84.25	$91.15	$78.78	$84.33	$64.35	$67.05	$80.52	**$87.51**	$64.37	35.95%
OPEX/UPT	$88.47	$106.92	$52.45	$55.34	$44.88	$52.08	$55.97	$60.29	$47.03	$50.14	$41.05	$49.13	$50.22	**$54.88**	$40.49	35.54%
OTP	90.52%	87.00%	83.00%	86.00%	85.00%	87.00%	84.00%	97.00%	97.00%	98.00%	88.00%	87.00%	85.00%	**88.67%**	91.43%	-2.76%
STO	99.16%	93.19%	92.07%	90.56%	87.51%	91.91%	86.57%	89.44%	91.21%	91.00%	86.02%	87.09%	98.67%	**90.44%**	99.00%	-8.56%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	0.00%	47.06%	-47.06%
Cutaway (CU)	0.00%	0.00%	0.00%
Van (VN)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	66.00%	100.00%	-34.00%
Trucks/Other Rubber Tires	85.00%	0.00%	85.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	100.00%	50.00%	50.00%

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.

Safety Performance Metrics

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	2.06	**1.99**	1.47	35.43%
Demand Response	3.18	**0.59**	1.49	-60.68%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	7%	0%
CNG	0%	0%
Diesel	53%	0%
Gasoline	40%	100%

External Partnerships	0	7

CRTP Choice Metric	
Name of Metric	Expand microtransit on weekends to all FRTA towns with weekday fixed route service and the Route 5 corridor to downtown Northampton and Sugarloaf Estates in Sunderland to create connections to PVTA
Value/Description	376
Target	1,000
Notes	Due to the slow recovery from COVID, we did not return to full service until the end of May 2022. While we were able to capture some additional trips, not being able to fully expand to make connections with PVTA inhibited us from fully implementing our choice metric.

Free Choice Metric	
Name of Metric	Customer Satisfaction Rating of our FRTA Access Program (smartphone scheduling app)
Value/Description	4.71 out of 5
Target	4.25
Notes	Exceeded our FY22 Milestone/Target of 4.25 out of 5.

Greater Attleboro-Taunton Regional Transit Authority (GATRA)

Summary Profile

Headquarters:
10 Oak Street
Taunton, MA 02780

Administrator:
Mary Ellen DeFrias

Website:
www.gatra.org

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

Ridership Information (FY22)	
Fixed Route	**385,009** unlinked passenger trips
Demand Response	**215,364** unlinked passenger trips

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

Performance Metrics

Fixed Route – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	358,565	28,707	30,088	32,842	31,263	32,526	32,006	26,488	27,157	36,504	33,576	37,933	35,919	**385,009**	469,915	81.93%
UPT/VRM	0.26	0.30	0.31	0.35	0.34	0.35	0.32	0.30	0.31	0.36	0.37	0.41	0.39	**0.34**	0.34	-0.39%
UPT/VRH	4.96	5.55	5.80	6.52	6.27	6.48	6.06	5.46	5.68	6.68	7.03	7.53	7.27	**6.36**	6.26	1.59%
FRR	0.00%	4.75%	5.71%	6.95%	6.02%	5.07%	6.24%	5.89%	4.35%	6.24%	8.94%	5.18%	5.50%	**5.90%**	11.55%	-5.65%
OPEX/VRM	$4.63	$5.79	$5.54	$5.91	$6.10	$5.87	$5.39	$6.54	$5.85	$5.33	$6.02	$6.44	$7.03	**$5.97**	$4.55	31.28%
OP EXP/VRH	$86.78	$107.03	$102.31	$108.90	$111.87	$109.62	$101.12	$120.81	$106.68	$97.77	$115.88	$118.52	$131.24	**$110.75**	$83.25	33.03%
OPEX/UPT	$17.22	$19.30	$17.65	$16.70	$17.84	$16.93	$16.68	$22.11	$18.80	$14.63	$16.49	$15.75	$18.05	**$17.42**	$14.95	16.50%
OTP	86.83%	--	--	--	--	--	--	--	--	--	--	--	--	**86.83%**	89.00%	-2.17%
STO	87.68%	98.03%	98.06%	97.76%	97.65%	97.98%	98.10%	97.86%	99.06%	99.06%	100.00%	100.00%	100.00%	**98.63%**	95.00%	3.63%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	135,833	15,327	18,653	17,829	16,728	17,981	17,838	14,397	15,962	20,947	19,654	19,941	20,107	**215,364**	226,613	95.04%
UPT/VRM	0.13	0.14	0.16	0.15	0.14	0.14	0.14	0.14	0.14	0.14	0.15	0.14	0.14	**0.14**	0.14	0.64%
UPT/VRH	1.50	1.82	2.02	1.87	1.87	1.85	1.78	1.52	1.67	1.84	1.88	1.81	1.88	**1.82**	1.82	0.04%
FRR	7.56%	4.11%	4.00%	4.13%	3.97%	3.34%	3.58%	3.25%	3.73%	3.47%	5.33%	5.14%	5.20%	**4.13%**	5.65%	-1.52%
OPEX/VRM	$6.61	$6.37	$5.92	$6.14	$6.64	$5.81	$6.06	$7.55	$5.27	$5.12	$5.85	$5.26	$5.78	**$5.93**	$6.05	-1.94%
OP EXP/VRH	$74.31	$83.02	$73.92	$79.27	$85.98	$76.99	$74.96	$83.01	$62.36	$64.98	$75.38	$70.08	$76.35	**$75.17**	$67.75	10.96%
OPEX/UPT	$49.84	$45.53	$36.64	$42.29	$46.00	$41.54	$42.23	$54.59	$37.37	$35.29	$40.02	$38.61	$40.56	**$41.32**	$40.10	3.04%
OTP	95.56%	98.10%	97.60%	97.40%	96.80%	97.00%	97.70%	98.10%	98.10%	98.30%	97.40%	97.20%	97.30%	**97.58%**	96.00%	1.58%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Notes: GATRA's Fixed Route AVL system was out of commission during FY22. GATRA has procured a new system and data collection will resume in FY23.

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	24.00%	3.33%	20.67%
Cutaway (CU)	10.00%	0.00%	10.00%
Van (VN)	34.00%	12.50%	21.50%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	0.00%	33.33%	-33.33%
Trucks/Other Rubber Tires	14.00%	28.57%	-14.57%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	3.00	1.00	-66.67%
Demand Response	2.00	2.00	0.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.80	0.89	-50.51%
Demand Response	1.30	1.33	2.57%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	3.00	1.00	-66.67%
Demand Response	2.00	1.00	-50.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.80	0.89	-50.51%
Demand Response	1.30	0.67	-48.71%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	16%	0%
Hybrid	5%	0%
CNG	0%	0%
Diesel	63%	0%
Gasoline	16%	100%

External Partnerships	2	2

CRTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Mobile Fare Ticketing Usage	Mobile Fare Ticketing Usage
Value/Description	0.03%	8%
Target	48.00%	13.00%
Notes	Mobile ticketing for Fixed route began this month, expect usage to increase.	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Private Funding Partnerships	Private Funding Partnerships
Value/Description	2	3
Target	3	3
Notes	Ridership is still rebounding, have transitioned some routes that are privately funded to microtransit.	

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 (FY22)	
Fixed Route	**703,350** unlinked passenger trips
Demand Response	**72,507** 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 – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	259,717	51,672	50,590	74,855	75,505	69,606	59,225	46,700	49,181	64,627	57,107	55,435	48,847	**703,350**	535,017	131.46%
UPT/VRM	0.46	0.47	0.48	0.73	0.73	0.69	0.55	0.61	0.65	0.75	0.71	0.71	0.61	**0.63**	0.47	35.07%
UPT/VRH	6.76	6.77	7.00	10.37	10.44	9.85	7.78	9.08	9.73	11.13	10.85	10.83	9.39	**9.31**	6.96	33.73%
FRR	4.60%	5.75%	8.41%	8.95%	10.64%	12.86%	7.26%	9.94%	7.06%	9.26%	8.43%	9.93%	9.39%	**8.91%**	4.92%	3.99%
OPEX/VRM	$6.77	$7.14	$6.60	$7.61	$6.37	$6.41	$7.36	$8.75	$8.54	$8.15	$8.24	$8.41	$8.51	**$7.57**	$7.43	1.89%
OPEX/VRH	$100.41	$103.86	$95.62	$108.30	$91.12	$91.47	$105.03	$130.30	$127.82	$121.78	$125.14	$128.34	$130.39	**$110.98**	$110.08	0.82%
OPEX/UPT	$14.85	$15.33	$13.66	$10.44	$8.73	$9.29	$13.50	$14.34	$13.13	$10.94	$11.54	$11.86	$13.89	**$11.92**	$15.81	-24.58%
OTP	88.39%	84.00%	82.60%	78.90%	88.00%	88.20%	87.90%	90.18%	88.14%	88.74%	93.00%	91.50%	90.50%	**87.64%**	86.00%	1.64%
STO	99.95%	99.80%	99.90%	99.30%	99.98%	99.94%	99.50%	99.90%	100.00%	100.00%	99.99%	99.97%	99.96%	**99.85%**	99.90%	-0.05%

Demand Response – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	22,041	5,793	5,685	6,503	6,505	6,067	6,104	5,443	5,341	7,008	6,040	6,199	5,819	**72,507**	45,625	158.92%
UPT/VRM	0.14	0.17	0.17	0.17	0.18	0.17	0.17	0.16	0.16	0.16	0.16	0.16	0.17	**0.17**	0.14	18.26%
UPT/VRH	1.81	2.08	2.00	2.19	2.28	2.29	2.34	2.19	2.12	2.13	2.27	2.22	2.39	**2.21**	1.84	19.86%
FRR	3.02%	5.08%	5.50%	2.08%	5.15%	3.67%	2.97%	3.48%	2.21%	3.41%	3.09%	3.56%	4.13%	**3.55%**	3.92%	-0.37%
OPEX/VRM	$6.49	$4.48	$4.13	$6.35	$4.12	$4.93	$5.85	$5.31	$5.67	$4.78	$5.53	$3.90	$5.30	**$5.03**	$7.53	-33.22%
OPEX/VRH	$83.03	$54.68	$49.47	$82.84	$53.31	$66.42	$81.48	$72.60	$75.08	$63.20	$79.08	$54.21	$75.55	**$66.98**	$96.40	-30.52%
OPEX/UPT	$45.75	$26.23	$24.69	$37.81	$23.37	$29.02	$34.88	$33.13	$35.48	$29.63	$34.89	$24.38	$31.55	**$30.37**	$52.34	-41.97%
OTP	96.03%	96.40%	96.10%	93.80%	94.80%	96.52%	96.50%	95.59%	95.88%	94.90%	95.25%	94.10%	94.80%	**95.39%**	96.00%	-0.61%
STO	100.00%	100.00%	99.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.98%**	99.90%	0.08%

Notes:
Operating expenses do not include maintenance costs.

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	5.00%	4.55%	0.45%
Cutaway (CU)	35.00%	39.58%	-4.58%
Minivan (MV)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	33.33%	33.33%	0.00%
Trucks/Other Rubber Tires	75.00%	12.50%	62.50%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	2.00	2.00	0.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.50	1.81	20.35%
Demand Response	3.00	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.00	4.00	300.00%
Demand Response	1.00	1.00	0.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.50	3.61	140.69%
Demand Response	3.00	2.28	-23.88%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	6%	0%
CNG	0%	0%
Diesel	82%	0%
Gasoline	12%	100%

External Partnerships	1	0

CRTP Choice Metric	
Name of Metric	% of vehicles equipped with Automated Passenger Counters (APCs)
Value/Description	12%
Target	100%
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Average customer complaints per month	Average customer complaints per month
Value/Description	1.25	0
Target	2	1
Notes		

Martha's Vineyard Transit Authority (VTA)

Summary Profile

Headquarters:
11A Street, Airport Business Park
Edgartown, MA 02359

Administrator:
Angela Gompert

Website:
www.vineyardtransit.com

Agency Information	
Year Founded	1980
Service Hours	Summer Peak 5:00am-2:00am Fall/Spring Shoulder 5:00am-12:00am Winter 5:00am-12:00am

Ridership Information (FY22)	
Fixed Route	**772,214** unlinked passenger trips
Demand Response	**7,976** unlinked passenger trips

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

Performance Metrics

Fixed Route – Performance Metrics																	
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	316,280	150,322	148,576	91,910	51,772	28,848	25,086	18,283	20,265	26,891	37,138	63,062	110,061	**772,214**	500,000	154.44%
UPT/VRM	0.67	1.02	1.10	0.85	0.84	0.51	0.41	0.32	0.39	0.46	0.53	0.94	1.03	**0.79**	0.80	-1.63%
UPT/VRH	10.37	15.73	16.55	13.43	13.85	8.63	7.23	5.32	6.24	7.46	10.01	14.12	16.25	**12.62**	11.00	14.77%
FRR	33.69%	59.46%	56.80%	39.51%	29.18%	11.78%	13.29%	14.19%	9.49%	14.90%	16.86%	30.91%	28.81%	**29.71%**	24.50%	5.21%
OP EXP/VRM	$5.49	$4.09	$4.45	$4.57	$5.78	$6.47	$6.77	$7.93	$7.49	$5.77	$6.30	$6.61	$4.53	**$5.48**	$5.75	-4.63%
OP EXP/VRH	$87.16	$62.85	$67.00	$72.24	$95.32	$109.95	$118.44	$130.61	$121.25	$94.48	$118.00	$99.39	$71.59	**$87.98**	$90.00	-2.25%
OPEX/UPT	$10.11	$4.00	$4.05	$5.38	$6.88	$12.73	$16.38	$24.57	$19.44	$12.66	$11.79	$7.04	$4.41	**$6.97**	$10.00	-30.31%
OTP	94.71%	97.00%	98.00%	98.00%	97.00%	98.00%	95.00%	98.00%	96.00%	95.00%	96.00%	96.00%	94.00%	**96.50%**	95.00%	1.50%
STO	94.71%	99.00%	99.00%	99.00%	88.00%	85.00%	80.00%	81.00%	81.00%	83.00%	82.41%	84.60%	79.30%	**86.78%**	95.00%	-8.22%

Demand Response – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	1,639	555	526	662	580	702	660	533	621	828	754	827	728	**7,976**	5,000	159.52%
UPT/VRM	0.08	0.08	0.08	0.10	0.09	0.13	0.13	0.12	0.14	0.14	0.14	0.14	0.13	**0.12**	0.10	15.93%
UPT/VRH	1.10	1.42	1.14	1.60	1.48	1.78	1.80	1.45	1.84	1.87	2.03	1.98	1.64	**1.66**	1.20	38.44%
FRR	3.67%	21.72%	15.50%	23.21%	22.03%	23.22%	20.86%	17.96%	16.86%	28.05%	22.34%	22.19%	19.17%	**20.94%**	3.67%	17.27%
OP EXP/VRM	$11.00	$7.15	$8.85	$7.40	$6.86	$8.74	$8.48	$10.13	$13.07	$7.90	$9.20	$7.95	$7.01	**$8.38**	$10.90	-23.16%
OP EXP/VRH	$158.17	$132.04	$128.81	$116.03	$114.72	$119.43	$117.26	$120.87	$168.23	$105.38	$128.67	$111.84	$89.03	**$120.02**	$140.00	-14.27%
OPEX/UPT	$144.79	$93.03	$113.13	$72.56	$77.54	$67.20	$65.03	$83.45	$91.57	$56.38	$63.48	$56.39	$54.18	**$72.24**	$130.00	-44.43%
OTP	91.37%	91.00%	91.00%	92.00%	92.40%	92.10%	92.10%	89.50%	90.10%	89.70%	93.70%	92.30%	91.90%	**91.48%**	92.00%	-0.52%
STO	90.75%	98.00%	98.00%	98.00%	97.00%	99.00%	99.00%	97.00%	98.00%	99.00%	98.00%	98.00%	97.00%	**98.00%**	92.00%	6.00%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	3.00%	3.23%	-0.23%
Cutaway (CU)	0.00%	0.00%	0.00%
Minivan (MV)	0.00%	100.00%	-100.00%
Van (VN)	0.00%	100.00%	-100.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	0.00%	44.44%	-44.44%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%
Passenger/Parking Facilities	0.00%	0.00%	0.00%

Safety Performance Metrics

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	0.00	**0.00**	4.75	-100.00%
Demand Response	0.00	**0.00**	3.75	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	50%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	50%	0%
Gasoline	0%	100%

External Partnerships	21	4

CRTP Choice Metric	
Name of Metric	E-Ticketing Implementation
Value/Description	Implemented January 2022
Target	12,000
Notes	FY23 will move this metric to Qualitative

Free Choice Metric	
Name of Metric 1	Greenhouse Gas Reduction
Value/Description	1,007.88 tons
Target	57 tons
Notes	

Merrimack Valley Regional Transit Authority (MEVA)

SUMMARY PROFILE

Headquarters:
85 Railroad Avenue
Haverhill, MA 01835

Administrator:
Noah Berger

Website:
www.mvrta.com

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

Ridership Information (FY22)	
Fixed Route	**1,198,037** unlinked passenger trips
Demand Response	**62,767** unlinked passenger trips
Commuter Bus	**3,381** 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 – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	449,863	103,623	105,371	104,668	100,253	96,046	92,389	71,250	73,415	102,364	105,989	116,326	126,343	**1,198,037**	989,699	121.05%
UPT/VRM	0.63	0.80	0.81	0.87	0.88	0.86	0.77	0.65	0.68	0.80	0.91	0.99	1.02	**0.84**	0.69	21.49%
UPT/VRH	6.89	8.85	9.01	9.67	9.74	9.40	8.41	7.18	7.57	8.84	10.14	10.95	11.35	**9.28**	7.54	23.06%
FRR	5.39%	4.96%	6.90%	5.92%	7.07%	5.69%	4.81%	3.32%	4.14%	0.00%	0.00%	0.00%	0.00%	**3.38%**	5.66%	-2.28%
OPEX/VRM	$9.13	$9.44	$8.06	$8.41	$10.54	$9.46	$9.95	$13.32	$10.31	$10.43	$9.19	$9.97	$12.75	**$10.12**	$8.95	13.11%
OP EXP/VRH	$100.26	$104.47	$89.18	$93.04	$116.53	$103.63	$108.75	$147.56	$114.72	$115.95	$102.31	$110.82	$141.72	**$112.06**	$98.25	14.05%
OPEX/UPT	$15.63	$11.81	$9.90	$9.62	$11.96	$11.03	$12.92	$20.54	$15.15	$13.12	$10.09	$10.12	$12.49	**$12.08**	$15.32	-21.17%
OTP	83.00%	81.00%	80.00%	77.00%	77.00%	78.00%	80.00%	82.00%	76.00%	78.00%	80.00%	79.00%	77.00%	**78.75%**	83.00%	-4.25%
STO	99.81%	98.53%	98.00%	99.26%	99.90%	99.93%	99.25%	99.57%	99.85%	99.85%	99.91%	99.52%	99.91%	**99.46%**	99.81%	-0.35%

Demand Response – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	20,206	4,913	4,930	5,239	4,723	4,808	5,238	4,305	4,646	6,424	5,844	5,751	5,946	**62,767**	48,494	129.43%
UPT/VRM	0.09	0.09	0.10	0.10	0.10	0.10	0.10	0.09	0.09	0.10	0.10	0.10	0.09	**0.10**	0.10	-4.03%
UPT/VRH	1.29	1.55	1.66	1.72	1.79	1.70	1.64	1.53	1.57	1.70	1.74	1.58	1.58	**1.65**	1.54	6.90%
FRR	5.72%	4.64%	6.68%	6.55%	9.45%	6.76%	7.24%	4.46%	5.21%	0.00%	0.01%	0.03%	0.03%	**3.76%**	6.00%	-2.24%
OPEX/VRM	$3.48	$3.19	$2.96	$2.70	$3.64	$3.12	$2.94	$4.24	$3.52	$3.01	$3.35	$4.45	$3.69	**$3.40**	$3.41	-0.37%
OP EXP/VRH	$51.80	$54.41	$50.19	$47.81	$64.44	$54.15	$49.72	$70.98	$58.61	$53.24	$59.02	$73.93	$62.03	**$58.28**	$50.76	14.81%
OPEX/UPT	$40.28	$35.03	$30.31	$27.78	$35.91	$31.88	$30.36	$46.28	$37.33	$31.28	$33.91	$46.65	$39.17	**$35.40**	$39.47	-10.31%
OTP	96.00%	97.00%	98.00%	97.00%	98.00%	96.00%	98.00%	99.00%	98.00%	99.00%	94.00%	98.00%	98.00%	**97.50%**	96.00%	1.50%
STO	94.92%	95.48%	95.84%	96.26%	95.53%	97.40%	94.85%	94.82%	94.79%	95.17%	94.00%	94.26%	93.81%	**95.18%**	94.92%	0.26%

Commuter Bus – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	0	99	35	100	165	300	279	188	265	394	424	598	534	**3,381**	22,210	15.22%
UPT/VRM	0.00	0.07	0.08	0.07	0.11	0.20	0.17	0.13	0.19	0.23	0.28	0.38	0.32	**0.20**	0.26	-24.29%
UPT/VRH	0.00	1.18	1.35	1.27	1.88	3.41	2.88	2.24	3.15	3.90	4.82	6.50	5.51	**3.35**	4.59	-26.92%
FRR	0.00%	3.36%	3.37%	1.83%	7.08%	12.68%	11.66%	6.40%	13.91%	3.21%	7.09%	6.85%	5.22%	**7.01%**	43.85%	-36.84%
OPEX/VRM	$0.00	$8.16	$13.59	$7.91	$7.60	$7.67	$7.90	$10.72	$8.31	$7.84	$8.17	$8.88	$8.85	**$8.49**	$4.58	85.43%
OPEX/VRH	$0.00	$138.45	$235.19	$135.24	$129.63	$130.68	$134.42	$181.89	$140.96	$133.91	$139.34	$151.97	$150.53	**$144.71**	$80.75	79.20%
OPEX/UPT	$0.00	$117.47	$174.71	$106.84	$69.13	$38.33	$46.73	$81.27	$44.68	$34.33	$28.92	$23.38	$27.34	**$43.14**	$7.16	502.55%
OTP	0.00%	0.00%	80.00%	77.00%	77.00%	78.00%	80.00%	82.00%	76.00%	78.00%	80.00%	79.00%	77.00%	**72.00%**	70.00%	2.00%
STO	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	98.48%	1.52%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	17.00%	4.92%	12.08%
Cutaway (CU)	0.00%	0.00%	0.00%
Over-the-road Bus (BR)	33.00%	0.00%	33.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	50.00%	66.67%	-16.67%
Trucks/Other Rubber Tires	50.00%	58.82%	-8.82%

Facilities			
Asset Class	FY22 Target (%)	FY21 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route		0.00	
Demand Response		0.00	

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response	Commuter Bus
Electric	0%	0%	0%
Hybrid	17%	0%	0%
CNG	0%	0%	0%
Diesel	83%	0%	100%
Gasoline	0%	100%	0%

External Partnerships	19	22	4

CRTP Choice Metric	
Name of Metric	Implement Bus on Shoulder Pilot
Value/Description	Done--Implemented 1/4/22
Target	Implement the Bus on Shoulder Pilot
Notes	

Free Choice Metric	Fixed Route	Demand Response	Commuter Bus
Name of Metric	Miles Between Road Calls	Miles Between Road Calls	Miles Between Road Calls
Value/Description	40,078.7	42,682.5	2,839.9
Target	40,880.2	43,536.2	3,368.2
Notes			No road calls, so report is total VRM

MetroWest Regional Transit Authority (MWRTA)

Summary Profile

Headquarters:
15 Blandin Avenue
Framingham, MA

Administrator:
James Nee

Website:
www.mwrta.com

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

Ridership Information (FY22	
Fixed Route	**209,304** unlinked passenger trips
Demand Response	**116,387** 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 – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	103,098	13,016	12,776	14,456	25,498	21,080	18,427	14,393	20,655	20,498	19,607	15,207	13,691	**209,304**	257,745	81.21%
UPT/VRM	0.20	0.15	0.17	0.16	0.30	0.26	0.21	0.19	0.25	0.23	0.24	0.20	0.18	**0.21**	0.23	-9.87%
UPT/VRH	2.79	2.31	2.20	2.31	4.18	3.42	2.94	2.70	3.67	3.08	3.11	2.78	2.70	**2.96**	3.29	-9.98%
FRR	0.64%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**	8.00%	-8.00%
OPEX/VRM	$5.90	$5.41	$6.21	$5.00	$5.25	$5.50	$5.88	$6.00	$5.24	$5.37	$5.19	$5.68	$5.65	**$5.52**	$5.90	-6.53%
OP EXP/VRH	$83.00	$85.66	$82.07	$70.43	$73.00	$72.16	$82.61	$85.40	$77.38	$71.00	$68.79	$79.62	$86.26	**$77.49**	$83.00	-6.64%
OPEX/UPT	$29.76	$37.16	$37.27	$30.54	$17.46	$21.10	$28.07	$31.60	$21.06	$23.07	$22.09	$28.59	$31.99	**$26.17**	$25.23	3.71%
OTP	99.00%	99.00%	99.00%	98.00%	99.00%	96.00%	96.00%	99.00%	98.00%	99.00%	98.00%	98.00%	96.50%	**97.96%**	99.00%	-1.04%
STO	99.00%	99.90%	99.00%	98.00%	99.00%	99.00%	96.00%	99.00%	98.00%	99.00%	99.00%	99.00%	98.00%	**98.58%**	99.00%	-0.42%

Demand Response – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	29,970	7,834	8,596	9,906	10,423	10,467	9,915	7,865	8,915	11,477	10,948	10,798	9,243	**116,387**	76,000	153.14%
UPT/VRM	0.13	0.12	0.12	0.13	0.14	0.17	0.16	0.16	0.18	0.17	0.17	0.16	0.14	**0.15**	0.13	16.61%
UPT/VRH	1.82	1.81	1.70	1.95	2.03	2.05	1.91	1.81	2.02	2.05	2.01	1.92	1.66	**1.91**	1.84	3.60%
FRR	0.05%	0.15%	0.05%	0.00%	0.00%	0.01%	0.00%	0.03%	0.00%	0.00%	0.03%	0.00%	0.00%	**0.02%**	2.00%	-1.98%
OPEX/VRM	$6.78	$5.84	$5.33	$5.48	$6.05	$6.95	$7.96	$8.77	$8.18	$7.36	$7.78	$7.35	$7.35	**$6.92**	$7.00	-1.15%
OP EXP/VRH	$97.37	$86.59	$77.29	$81.66	$90.36	$84.43	$93.45	$100.38	$94.25	$87.54	$90.03	$87.22	$88.02	**$88.25**	$100.49	-12.18%
OPEX/UPT	$53.57	$47.97	$45.53	$41.82	$44.62	$41.27	$49.01	$55.50	$46.65	$42.63	$44.81	$45.39	$53.09	**$46.20**	$54.50	-15.23%
OTP	99.00%	99.08%	98.61%	97.44%	95.00%	95.00%	95.00%	92.20%	99.10%	100.00%	98.45%	98.65%	96.61%	**97.10%**	99.00%	-1.91%
STO	99.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.50%	99.00%	99.90%	100.00%	99.90%	100.00%	**99.85%**	99.00%	0.85%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Cutaway (CU)	25.00%	21.30%	3.70%
Van (VN)	0.00%	0.00%	0.00%
Automobile (AO)	0.00%	100.00%	-100.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles			
Trucks/Other Rubber Tires	50.00%	41.67%	8.33%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	12.00	0.00	-100.00%
Demand Response	8.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	18.00	2.00	-88.89%
Demand Response	12.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	1.50	2.02	34.34%
Demand Response	1.50	0.00	-100.00%

Annual Performance Reporting Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	0%	0%
CNG	90%	0%
Diesel	0%	0%
Gasoline	10%	100%

External Partnerships	19	0

CRTP Choice Metric	
Name of Metric	Catch Connect Ridership
Value/Description	23,300
Target	10,000
Notes	

Free Choice Metric	
Name of Metric	Entrepreneurship Revenue
Value/Description	$501,847
Target	$370,658
Notes	

Montachusett Regional Transit Authority (MART)

SUMMARY PROFILE

Headquarters:
1427R Water Street
Fitchburg, MA 01420

Administrator:
Bruno Fisher

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 6:00AM to 12:00AM; Friday 8:30AM to 1:30PM; Sunday 4:30PM-12:00AM **Late night JARC = Mon-Sat 8:00PM-12:00AM

Ridership Information (FY22)	
Fixed Route	**297,794** unlinked passenger trips
Demand Response	**227,029** unlinked passenger trips
Demand Taxi	**233,948** unlinked passenger trips

Municipalities Served (24)							
Ashburnham	Ayer	Boxborough	Hardwick	Lancaster	Lunenburg	Shirley	Templeton
Ashby	Barre*	Fitchburg	Harvard	Leominster	Phillipston**	Sterling	Westminster
Athol	Bolton	Gardner	Hubbardston	Littleton	Royalston	Stow	Winchendon
	*Also served by WRTA				**Also served by FRTA		

PERFORMANCE METRICS

Fixed Route – Performance Metrics															
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	127,580	19,836	17,528	28,267	28,086	23,001	23,239	19,977	21,854	29,137	30,374	28,659	27,836	**297,794**	306,192	97.26%
UPT/VRM	0.37	0.30	0.25	0.41	0.41	0.35	0.36	0.32	0.33	0.41	0.43	0.39	0.38	**0.36**	0.41	-11.61%
UPT/VRH	5.61	5.09	4.28	6.22	6.31	5.34	5.58	5.04	5.41	6.02	6.33	6.26	6.31	**5.72**	6.61	-13.59%
FRR	6.18%	3.18%	3.88%	9.14%	10.28%	11.77%	6.11%	5.69%	7.13%	8.43%	10.85%	7.01%	6.89%	**7.44%**	8.50%	-1.06%
OP EXP/VRM	$9.38	$8.89	$7.51	$8.22	$7.82	$6.71	$9.86	$10.36	$8.26	$9.48	$8.79	$7.06	$8.58	**$8.44**	$8.44	-0.03%
OP EXP/VRH	$144.17	$152.50	$129.75	$125.18	$119.09	$102.33	$154.68	$161.57	$133.71	$138.37	$129.66	$114.58	$142.04	**$133.10**	$129.76	2.57%
OPEX/UPT	$25.68	$29.98	$30.32	$20.12	$18.89	$19.16	$27.74	$32.04	$24.72	$22.99	$20.49	$18.30	$22.51	**$23.29**	$23.11	0.75%
OTP	-	-	-	-	-	-	-	-	-	-	-	-	-	**-**	98.00%	-
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Demand Response – Performance Metrics															
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	65,547	17,853	19,239	19,627	20,038	18,907	19,083	15,647	16,120	21,452	18,939	20,488	19,636	**227,029**	196,641	115.45%
UPT/VRM	0.12	0.14	0.14	0.14	0.14	0.14	0.15	0.14	0.15	0.15	0.15	0.15	0.15	**0.14**	0.14	3.52%
UPT/VRH	1.71	2.14	2.18	2.22	2.25	2.29	2.30	2.19	2.33	2.40	2.28	2.42	2.26	**2.27**	1.97	15.41%
FRR	14.34%	21.46%	20.99%	25.02%	20.01%	27.40%	15.22%	20.11%	17.80%	23.13%	16.02%	20.19%	19.11%	**20.32%**	16.49%	3.84%
OP EXP/VRM	$7.09	$6.82	$5.83	$5.33	$6.47	$5.71	$7.15	$7.24	$7.06	$5.99	$8.22	$6.22	$7.02	**$6.55**	$6.39	2.53%
OP EXP/VRH	$103.50	$106.18	$90.86	$84.44	$101.04	$90.87	$111.72	$112.58	$109.47	$96.79	$124.86	$100.54	$107.50	**$102.67**	$95.16	7.88%
OPEX/UPT	$60.61	$49.57	$41.76	$38.10	$44.86	$39.74	$48.60	$51.40	$46.98	$40.32	$54.66	$41.55	$47.51	**$45.19**	$56.90	-20.57%
OTP	99.18%	98.50%	98.90%	98.90%	98.50%	99.10%	98.35%	98.75%	98.70%	99.00%	99.03%	98.75%	98.98%	**98.78%**	98.00%	0.78%
STO	99.60%	98.69%	98.23%	98.18%	96.00%	98.22%	98.33%	95.60%	96.43%	96.55%	97.55%	97.55%	97.77%	**97.43%**	98.00%	-0.57%

Demand Taxi – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	5,220	18,519	17,798	17,935	17,933	17,866	19,135	18,074	18,039	22,444	21,538	22,338	22,329	**233,948**	233,948	100.00%
UPT/VRM	0.18	0.08	0.07	0.07	0.08	0.08	0.08	0.08	0.09	0.09	0.09	0.09	0.09	**0.08**	0.08	0.23%
UPT/VRH	4.68	3.26	3.18	3.17	3.20	3.17	3.21	3.32	3.48	3.50	3.53	3.51	3.53	**3.34**	3.34	0.08%
FRR	3.73%	0.30%	0.38%	0.41%	0.49%	0.46%	0.50%	0.68%	0.90%	1.12%	0.97%	1.04%	0.69%	**0.68%**	1.00%	-0.32%
OPEX/VRM	$6.49	$2.38	$2.52	$2.62	$2.44	$2.66	$2.76	$2.72	$2.66	$2.86	$3.11	$2.85	$3.13	**$2.73**	$2.22	23.12%
OPEX/VRH	$165.23	$102.57	$107.63	$110.77	$103.39	$112.15	$116.31	$109.94	$107.32	$117.09	$128.25	$117.30	$129.87	**$113.95**	$92.69	22.94%
OPEX/UPT	$35.33	$31.44	$33.89	$34.94	$32.36	$35.34	$36.22	$33.10	$30.82	$33.48	$36.36	$33.45	$36.83	**$34.09**	$27.73	22.93%
OTP	97.20%	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%**	98.00%	-98.00%
STO	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	98.00%	2.00%

Notes: MART procured and calibrated a new Fixed Route AVL system in FY22 and is updating the reporting structure for Demand Taxi OTP data collection. As such, MART did not have a mechanism for OTP data collection for either mode.

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	10.00%	5.25%	4.75%
Cutaway (CU)	20.00%	0.00%	20.00%
Van (VN)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Trucks/Other Rubber Tires	17.00%	17.86%	-0.86%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	5.00	1.00	-80.00%
Demand Response	5.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	7.50	1.22	-83.77%
Demand Response	2.00	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	5.00	1.00	-80.00%
Demand Response	5.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	7.50	1.22	-83.77%
Demand Response	2.00	0.00	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response	Demand-Taxi
Electric	0%	0%	0%
Hybrid	5%	0%	0%
CNG	0%	0%	0%

CRTP Choice Metric	
Name of Metric	TVM - Sale Kiosks
Value/Description	2
Target	8,500

Free Choice Metric	
Name of Metric	JARC Expansion
Value/Description	1,577
Target	5

Diesel	41%	0%	0%
Gasoline	55%	100%	100%

Notes	2 units delivered and installed. 4 more units delivered, but delayed due to COVID impacts on installation teams, remaining in planning phase

Notes	Target was 13,250. Expanded service by 1.5 hrs. but Covid hampered our success as to driver shortage and not full expansion to towns. Increase was 1,577 but achieved 10,444

External Partnerships	2	1	0

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 (FY22)	
Fixed Route	**226,951** unlinked passenger trips
Demand Response	**1,254** unlinked passenger trips

Municipalities Served (1)
Nantucket

Performance Metrics

Fixed Route – Performance Metrics																	
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	86,807	61,311	55,114	26,046	10,898	5,058	4,405	2,406	2,636	3,336	6,018	13,298	36,425	**226,951**	150,000	151.30%
UPT/VRM	0.31	1.04	0.94	0.90	0.64	0.33	0.28	0.16	0.18	0.21	0.41	0.68	0.93	**0.72**	0.60	20.46%
UPT/VRH	0.150	10.75	9.69	9.03	7.87	4.10	3.45	1.95	2.18	2.53	4.88	8.04	9.50	**7.92**	7.580	4.51%
FRR	18.00%	46.24%	25.40%	18.83%	14.88%	5.07%	2.56%	11.18%	4.49%	5.02%	22.20%	40.01%	30.00%	**23.22%**	40.00%	-16.78%
OP EXP/VRM	$16.78	$5.47	$7.75	$8.02	$6.43	$8.45	$6.82	$7.81	$8.32	$9.43	$9.59	$7.66	$8.20	**$7.52**	$16.50	-54.45%
OP EXP/VRH	$183.33	$56.56	$79.88	$80.07	$79.45	$104.86	$84.62	$96.89	$100.78	$113.53	$115.52	$89.99	$84.20	**$82.38**	$180.00	-54.23%
OPEX/UPT	$27.92	$5.26	$8.24	$8.86	$10.09	$25.56	$24.49	$49.65	$46.26	$44.85	$23.67	$11.19	$8.86	**$10.40**	$27.50	-62.18%
OTP	97.00%	91.00%	96.00%	98.00%	99.00%	100.00%	98.00%	99.00%	97.00%	98.00%	94.00%	98.00%	97.00%	**97.08%**	100.00%	-2.92%
STO	100.00%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.92%**	100.00%	-0.08%

Demand Response – Performance Metrics																
Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	371	112	111	117	100	90	66	50	78	106	112	148	164	**1,254**	400	313.50%
UPT/VRM	0.13	0.13	0.14	0.14	0.15	0.15	0.21	0.19	0.20	0.18	0.16	0.15	0.17	**0.16**	0.14	12.84%
UPT/VRH	1.13	1.17	1.32	1.43	1.32	5.00	1.40	1.72	1.44	1.66	1.58	1.59	1.23	**1.48**	1.20	23.38%
FRR	0.33%	0.64%	1.04%	0.00%	0.20%	0.03%	0.47%	3.30%	0.00%	0.72%	0.64%	0.56%	0.00%	**0.55%**	0.35%	0.20%
OP EXP/VRM	$76.63	$9.17	$10.41	$10.55	$5.76	$20.63	$33.40	$32.49	$23.96	$21.08	$19.48	$18.06	$26.49	**$17.41**	$76.00	-77.09%
OP EXP/VRH	$679.00	$81.14	$100.90	$105.13	$52.11	$665.83	$223.87	$292.38	$175.72	$192.06	$191.49	$190.66	$190.01	**$163.18**	$670.00	-75.65%
OPEX/UPT	$598.75	$69.54	$76.36	$73.68	$39.60	$133.17	$159.42	$169.58	$121.65	$115.96	$121.39	$119.80	$154.09	**$110.22**	$590.00	-81.32%
OTP	99.50%	99.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%	99.00%	100.00%	**99.67%**	100.00%	-0.33%
STO	100.00%	98.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.83%**	100.00%	-0.17%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	0.00%	68.42%	-68.42%
Van (VN)	0.00%	50.00%	-50.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	0.00%	100.00%	-100.00%
Trucks/Other Rubber Tires	0.00%	0.00%	0.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Preventable Accidents / 100K VRM				
Mode	Baseline	Actual	Target	Variance
Fixed Route	0.00	**0.00**	0.00	0.00%
Demand Response	0.00	**0.00**	0.00	0.00%

Annual Reporting Performance Metrics

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

External Partnerships	0	0

CRTP Choice Metric	Fixed Route
Name of Metric	Automated Fare Collection
Value/Description	Through funding from ReMain, consultants were hired for the project. The final report is expected to be issued shortly.
Target	Research
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Valid Complaints	Valid Complaints
Value/Description	12	0
Target	7	0
Notes	A lot of new drivers	

Pioneer Valley Transit Authority (PVTA)

Summary Profile

Headquarters:
2808 Main Street
Springfield, MA 01107

Administrator:
Sandra Sheehan

Website:
www.pvta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Wed: 5:00am – 12:00am Thurs-Fri: 5:00am – 3:00am (limited service after 10:00pm) Sat: 6:00am – 3:00am (limited service after 10:00pm) Sun: 7:00am – 11:30pm (limited service after 10:00pm)

Ridership Information (FY22)	
Fixed Route	**6,078,481** unlinked passenger trips
Demand Response	**150,074** unlinked passenger trips

Municipalities Served (24)							
Agawam	Chicopee	Granby	Holyoke	Ludlow	Pelham	Sunderland	Westfield
Amherst	East Longmeadow	Hadley	Leverett	Northampton	South Hadley	Ware	Wilbraham
Belchertown	Easthampton	Hampden	Longmeadow	Palmer	Springfield	West Springfield	Williamsburg

Performance Metrics

Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	3,827,000	340,764	374,758	671,524	667,327	559,154	467,902	362,487	536,660	627,412	628,367	453,903	389,114	**6,079,372**	5,100,000	119.20%
UPT/VRM	0.86	0.92	1.01	1.55	1.51	1.36	1.18	1.02	1.39	1.48	1.51	1.21	1.11	**1.28**	1.04	23.43%
UPT/VRH	11.49	12.45	13.78	21.14	20.81	18.75	16.22	14.05	19.25	20.41	20.91	16.57	15.25	**17.65**	13.80	27.88%
FRR	7.26%	9.26%	9.89%	10.09%	7.89%	8.27%	6.34%	6.22%	18.38%	21.22%	8.85%	7.58%	8.22%	**10.00%**	9.00%	1.00%
OP EXP/VRM	$8.58	$8.03	$7.95	$7.28	$8.46	$7.67	$9.24	$9.99	$7.85	$7.47	$8.67	$7.41	$12.04	**$8.45**	$8.00	5.65%
OP EXP/VRH	$114.27	$108.85	$108.49	$99.58	$116.60	$105.34	$127.39	$138.11	$108.37	$102.83	$119.95	$101.64	$164.94	**$116.10**	$105.00	10.57%
OPEX/UPT	$9.90	$8.74	$7.87	$4.71	$5.60	$5.62	$7.86	$9.83	$5.63	$5.04	$5.74	$6.13	$10.82	**$6.58**	$8.00	-17.76%
OTP	81.87%	78.16%	76.38%	71.23%	73.84%	75.66%	77.48%	77.12%	76.82%	76.19%	70.77%	72.75%	74.01%	**75.03%**	77.00%	-1.97%
STO	99.97%	99.91%	99.94%	99.72%	99.87%	99.89%	99.80%	99.76%	99.93%	99.95%	99.94%	99.97%	99.99%	**99.89%**	99.97%	-0.08%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	115,000	11,035	12,000	12,453	12,746	11,824	12,118	10,656	11,329	14,673	13,590	13,658	13,992	**150,074**	169,000	88.80%
UPT/VRM	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	0.09	**0.09**	0.09	6.24%
UPT/VRH	1.14	1.31	1.35	1.41	1.46	1.41	1.37	1.34	1.36	1.41	1.35	1.33	1.27	**1.36**	1.10	23.87%
FRR	3.26%	7.32%	8.43%	6.82%	6.44%	6.48%	6.17%	4.96%	4.57%	12.59%	5.64%	6.31%	5.75%	**6.84%**	6.00%	0.84%
OP EXP/VRM	$7.10	$4.41	$4.10	$4.04	$4.10	$4.03	$4.32	$4.57	$4.56	$4.25	$4.29	$4.33	$4.40	**$4.28**	$5.00	-14.41%
OP EXP/VRH	$93.30	$62.63	$60.21	$61.93	$65.52	$62.68	$64.32	$67.05	$67.88	$63.22	$62.55	$63.07	$60.45	**$63.34**	$61.00	3.83%
OPEX/UPT	$81.97	$47.71	$44.69	$43.77	$44.96	$44.58	$46.79	$50.06	$50.05	$44.97	$46.16	$47.44	$47.53	**$46.48**	$54.00	-13.92%
OTP	97.51%	94.00%	96.90%	91.90%	90.50%	92.80%	95.00%	96.20%	95.80%	97.10%	97.40%	97.40%	98.00%	**95.25%**	92.00%	3.25%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	32.00%	31.75%	0.25%
Cutaway (CU)	39.00%	39.09%	-0.09%
Articulated Bus (AB)	0.00%	0.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	27.00%	80.00%	-53.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Systemwide	0.00	0.00	0.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Systemwide		0.00	

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Systemwide		0.00	

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	8%	0%
Hybrid	6%	0%
CNG	0%	0%
Diesel	85%	0%
Gasoline	0%	100%

External Partnerships	37	11

CRTP Choice Metric	Fixed Route
Name of Metric	Pilot Northampton-Springfield Express
Value/Description	Actual corridor passenger miles: 2,095,000
Target	Increase corridor passenger miles from 1,352,600 to 2,200,000
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Mean miles between mechanical failure	Mean miles between mechanical failure
Value/Description	24,764	27,627
Target	21,000	36,000
Notes		

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 (FY22)	
Fixed Route	**2,016,128** unlinked passenger trips
Demand Response	**83,014** unlinked passenger trips

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

PERFORMANCE METRICS

Fixed Route – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	798,428	142,599	143,433	180,525	181,158	176,722	167,108	145,621	147,477	194,487	173,140	188,201	175,657	**2,016,128**	1,999,927	100.81%
UPT/VRM	1.04	1.00	1.04	1.26	1.28	1.29	1.17	1.07	1.18	1.33	1.29	1.36	1.28	**1.21**	1.25	-2.92%
UPT/VRH	13.62	14.33	13.87	16.65	16.94	16.95	15.50	14.10	15.21	17.19	16.61	17.61	16.58	**15.99**	16.49	-3.02%
FRR	0.00%	5.56%	7.48%	9.07%	8.68%	11.04%	9.09%	8.85%	8.39%	9.73%	10.38%	9.69%	7.51%	**8.77%**	8.10%	0.67%
OPEX/VRM	$9.27	$8.95	$9.02	$8.70	$10.39	$9.33	$10.81	$10.90	$10.21	$10.49	$9.68	$10.25	$13.97	**$10.22**	$10.14	0.77%
OP EXP/VRH	$121.89	$127.75	$120.87	$114.68	$137.01	$123.05	$142.84	$143.38	$131.94	$135.72	$124.99	$132.24	$180.64	**$134.66**	$128.16	5.07%
OPEX/UPT	$8.99	$8.91	$8.71	$6.89	$8.09	$7.26	$9.22	$10.17	$8.67	$7.89	$7.52	$7.51	$10.89	**$8.42**	$8.01	5.13%
OTP	83.00%	83.60%	82.90%	81.50%	81.65%	83.81%	84.61%	88.30%	83.56%	86.63%	82.40%	84.30%	85.20%	**84.04%**	84.00%	0.04%
STO	99.90%	99.96%	99.96%	99.77%	99.70%	99.75%	99.58%	96.16%	99.76%	99.89%	99.93%	99.86%	99.50%	**99.49%**	99.90%	-0.41%

Demand Response – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	34,724	7,051	6,878	7,234	7,354	7,111	7,089	6,001	6,219	7,551	6,841	6,602	7,083	**83,014**	66,711	124.44%
UPT/VRM	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.14	0.13	0.12	0.12	0.13	**0.13**	0.13	-1.77%
UPT/VRH	1.93	1.96	1.99	2.15	2.15	2.08	1.98	1.91	2.00	2.14	2.06	2.00	2.08	**2.04**	1.93	5.91%
FRR	0.00%	3.34%	3.31%	4.86%	3.07%	4.53%	3.34%	2.94%	4.07%	3.65%	4.30%	3.65%	2.80%	**3.60%**	3.10%	0.50%
OPEX/VRM	$8.22	$7.08	$7.11	$6.88	$7.84	$7.05	$8.62	$9.70	$9.07	$7.91	$7.28	$8.17	$10.44	**$8.06**	$9.80	-17.78%
OP EXP/VRH	$119.55	$108.87	$111.71	$114.31	$132.41	$115.82	$132.69	$145.05	$127.10	$134.45	$121.17	$132.33	$173.74	**$128.98**	$125.93	2.42%
OPEX/UPT	$61.73	$55.62	$56.07	$53.05	$61.47	$55.67	$67.03	$76.14	$63.46	$62.73	$58.75	$66.07	$83.35	**$63.10**	$71.73	-12.03%
OTP	98.00%	96.24%	97.32%	94.73%	95.94%	95.59%	93.97%	95.23%	94.02%	95.70%	95.78%	96.37%	94.80%	**95.47%**	98.00%	-2.53%
STO	99.90%	99.95%	99.97%	99.89%	99.95%	99.95%	99.92%	100.00%	99.93%	99.96%	100.00%	96.50%	99.95%	**99.66%**	99.90%	-0.24%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	25.00%	46.88%	-21.88%
Cutaway (CU)	25.00%	35.48%	-10.48%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	50.00%	66.67%	-16.67%
Trucks/Other Rubber Tires	50.00%	58.82%	-8.82%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	1.00	100.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.60	100.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	8.00	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	5.20	0.00	-100.00%
Demand Response	1.90	0.00	-100.00%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	8.00	2.00	-75.00%
Demand Response	1.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	5.20	1.20	-76.85%
Demand Response	1.90	0.00	-100.00%

Annual Reporting Performance Metrics

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

External Partnerships	5	15

CRTP Choice Metric	
Name of Metric	% Cash Fares Paid at Farebox
Value/Description	30%
Target	40.00%
Notes	Goal was to move from 42% to 40%

Free Choice Metric	
Name of Metric	Cost/UPT to Collect Fares
Value/Description	$0.31
Target	$0.50
Notes	Goal was $0.50 with target of $0.25 in FY23

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: 4:50am – 11:15pm Sat: 5:50am – 10:05pm Sun: 8:30am – 7:30pm

Ridership Information (FY22)	
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	Brimfield	Dudley	Leicester	Northbridge	Rutland	Sutton	West Brookfield
Barre*	Brookfield	East Brookfield	Millbury	Oakham	Shrewsbury	Wales	Westborough
Berlin	Charlton	Grafton	New Braintree	Oxford	Southbridge	Warren	Worcester
Boylston	Clinton	Holden	North Brookfield	Paxton	Spencer	Webster	
*Also served by MART	Douglas	Holland	Northborough	Princeton	Sturbridge	West Boylston	

PERFORMANCE METRICS

Fixed Route - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,042,306	243,997	225,620	252,790	255,154	243,734	253,379	201,017	213,447	274,942	272,891	303,262	324,517	**3,064,750**	2,154,637	142.24%
UPT/VRM	1.17	1.48	1.39	1.50	1.51	1.47	1.43	1.24	1.38	1.51	1.61	1.79	1.86	**1.52**	1.20	26.46%
UPT/VRH	13.77	17.26	16.06	17.75	17.91	17.52	16.89	14.62	16.44	18.05	19.24	21.33	22.07	**17.96**	14.00	28.28%
FRR	0.12%	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%**	3.57%	-3.57%
OP EXP/VRM	$11.39	$11.04	$10.33	$11.35	$11.03	$11.18	$12.29	$11.42	$11.38	$11.03	$10.62	$11.40	$11.40	**$11.21**	$11.91	-5.84%
OP EXP/VRH	$133.71	$128.41	$119.63	$134.67	$130.89	$132.89	$144.78	$135.12	$135.62	$131.52	$127.03	$135.82	$135.24	**$132.68**	$136.13	-2.54%
OPEX/UPT	$9.71	$7.44	$7.45	$7.59	$7.31	$7.58	$8.57	$9.25	$8.25	$7.29	$6.60	$6.37	$6.13	**$7.39**	$10.39	-28.91%
OTP	83.33%	81.00%	80.20%	79.40%	79.60%	80.10%	79.80%	79.10%	78.30%	80.00%	80.90%	79.90%	79.70%	**79.83%**	82.50%	-2.67%
STO	99.35%	99.43%	98.82%	99.49%	99.22%	99.52%	98.37%	97.69%	97.03%	98.07%	99.64%	98.83%	98.89%	**98.75%**	99.52%	-0.77%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	46,779	7,678	7,511	8,598	7,998	8,150	8,568	6,828	6,850	9,572	8,516	8,595	8,915	**97,779**	96,777	101.04%
UPT/VRM	0.12	0.14	0.13	0.14	0.13	0.14	0.14	0.13	0.14	0.14	0.14	0.14	0.14	**0.14**	0.12	16.43%
UPT/VRH	1.76	2.13	2.01	2.15	2.07	2.20	2.20	2.00	2.01	2.13	2.20	2.17	2.18	**2.12**	1.82	16.61%
FRR	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	**0.00%**	3.57%	-3.57%
OP EXP/VRM	$7.62	$8.78	$8.01	$8.28	$7.85	$8.00	$8.94	$9.88	$9.16	$7.75	$8.89	$7.68	$8.43	**$8.44**	$8.07	4.53%
OP EXP/VRH	$109.78	$133.75	$120.24	$126.76	$123.24	$121.91	$135.85	$148.91	$134.89	$115.27	$135.03	$116.95	$130.40	**$128.15**	$118.60	8.05%
OPEX/UPT	$62.44	$62.80	$59.94	$59.06	$59.63	$55.30	$61.70	$74.35	$67.09	$54.23	$61.49	$53.98	$59.90	**$60.38**	$67.17	-10.10%
OTP	93.35%	89.00%	90.00%	88.00%	89.00%	89.00%	89.00%	92.00%	89.00%	89.00%	88.00%	89.00%	89.00%	**89.17%**	92.00%	-2.83%
STO	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	**100.00%**	99.90%	0.10%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Bus (BU)	22.64%	33.33%	-10.69%
Cutaway (CU)	36.84%	37.50%	-0.66%
Van (VN)	100.00%	100.00%	0.00%

Equipment			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Automobiles	50.00%	50.00%	0.00%
Trucks/Other Rubber Tires	75.00%	100.00%	-25.00%

Facilities			
Asset Class	FY22 Target (%)	FY22 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Fatality Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY21 Actual	% Variance
Fixed Route	10.00	0.00	-100.00%
Demand Response	1.00	1.00	0.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	5.10	0.00	-100.00%
Demand Response	0.80	1.43	78.62%

Safety Events			
Mode	Target	CY21 Actual	% Variance
Fixed Route	9.00	3.00	-66.67%
Demand Response	1.00	1.00	0.00%

Safety Event Rate (per 1M VRM)			
Mode	Target	CY21 Actual	% Variance
Fixed Route	4.60	1.49	-67.71%
Demand Response	WRTA	0.80	1.43

Annual Reporting Performance Metrics

Fleet Composition	Fixed-Route	Demand-Response
Electric	0%	0%
Hybrid	26%	0%
CNG	0%	0%
Diesel	74%	0%
Gasoline	0%	100%

External Partnerships	0	11

CRTP Choice Metric	
Name of Metric	Implementation of automated account-based fare payment system for fixed-route (MFPS).
Value/Description	In-progress
Target	Implement new fare payment system for fixed route
Notes	WRTA is working with Masabi to implement an automated account-based mobile fare payment system for its fixed-route system. Due to the WRTA Advisory Board decision to suspend fare collection through December 2022, Masabi is currently developing the system and sourcing fare validators. The system has a projected go-live date of early January 2023.

Free Choice Metric	
Name of Metric	Complete redesign efforts of existing WRTA website to modernize and accommodate customer needs.
Value/Description	In-progress
Target	Complete redesign of existing WRTA website
Notes	Initially, WRTA had started to develop an RFP for website redesign services and was working with a consultant to develop specifications and requirements. During this process, WRTA had been contacted by Trillium with an offer to have the website redesign completed by Trillium, through an existing agreement with MassDOT. WRTA is currently working with Trillium on this initiative, and the refreshed website is to be completed by mid-January 2023.

Appendix C – 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.[104] 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.[105]

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.[106] 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.[107] Therefore, not all UZAs or States received funding through the CRRSAA 5307 and 5311 programs. 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.[108]

The third stimulus package, the American Rescue Plan (ARP) Act of 2021 was enacted on March 11th, 2021, and provides $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.[109] 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.[110] 5311 program funds were apportioned so that States that received 150% of their 2018 rural operating expenses receiving an additional 5%, States

---

[104] Federal Transit Administration; Coronavirus Aid, Relief, and Economic Security (CARES) Act (https://www.transit.dot.gov/cares-act).
[105] 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)
[106] 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)
[107] 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).
[108] 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)
[109] Federal Transit Administration; American Rescue Plan Act of 2021 (https://www.transit.dot.gov/funding/american-rescue-plan-act-2021)
[110] 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)

between 140-150% receiving an additional 10%, and States at less than 140% receiving an additional 20%.[111] 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.[112] 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.[113]

Summary of Allocated 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 ALLOCATED
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	$29,312,014	-	$10,564,376	-	$29,312,014	$10,564,376	$39,876,390
FRTA	-	$3,795,381	0	$1,270,874	$3,795,381	$1,270,874	$5,066,255
GATRA	$18,372,040	-	$4,991,338	-	$18,372,040	$4,991,338	$23,363,378
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
MEVA	$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	-	$1,836,170	-	$614,837	$1,836,170	$614,837	$2,451,007
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
	$204,691,025	**$9,464,791**	**$68,461,466**	**$3,169,262**	**$214,155,816**	**$71,630,728**	**$285,786,544**

Table 1: All allocated federal funding apportionments (appt.) in FFY2020 for MA RTAs, including total CARES Act funding and total FFY2020 funding.

[111] 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)
[112] Federal Transit Administration; American Rescue Plan Act of 2021 (https://www.transit.dot.gov/funding/american-rescue-plan-act-2021)
[113] 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)

Summary of Allocated FFY21 Funding for MA RTAs

Agency	5307 Appt. under CRRSAA	5311 Appt. under CRRSAA	5307 Appt. under ARPA	5311 Appt. under ARPA	5307 FFY21 Appt.	5311 FFY21 Appt.	TOTAL FFY21 FEDERAL FUNDS ALLOCATED
BAT	$2,741,028	-	$8,993,460	-	$3,185,582	-	$14,920,070
BRTA	-	$101,848	$369,240	$376,988	$2,020,868	$306,681	$3,175,625
CATA	$310,952	-	$1,448,954	-	$559,013	-	$2,318,919
CCRTA	$24,943,333	-	$96,788,817	-	$10,814,157	-	$132,546,307
FRTA	-	$425,426	-	$406,643	-	$1,281,030	$2,113,099
GATRA	$2,271,453	-	$577,487	-	$4,264,362	-	$7,113,302
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
MEVA	$299,747	-	$5,825,882	-	$5,954,877	-	$12,080,506
MART	$2,346,527	-	$9,627,114	-	$3,652,116	-	$15,625,757
MWRTA	$1,337,046	-	$6,162,337	-	$2,372,347	-	$9,871,730
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
	$34,448,570	**$5,446,421**	**$158,264,506**	**$2,385,794**	**$68,442,905**	**$3,194,589**	**$272,182,785**

Table 2: All allocated federal funding apportionments (appt.) in FFY2021 for MA RTAs, including total CRRSAA and ARP funding and total FFY2021 funding.

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

Agency	Total CARES Act Appt.	Total CRRSAA Appt.	Total ARP Appt.	TOTAL COVID RELIEF FUNDS ALLOCATED
BAT	$9,048,637	$2,741,028	$8,993,460	$20,783,125
BRTA	$6,587,163	$101,848	$746,228	$7,435,239
CATA	$1,587,875	$310,952	$1,448,954	$3,347,781
CCRTA	$29,312,014	$24,943,333	$96,788,817	$151,044,164
FRTA	$3,795,381	$425,426	$406,643	$4,627,450
GATRA	$18,372,040	$2,271,453	$577,487	$21,220,980
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
MEVA	$16,914,813	$299,747	$5,825,882	$23,040,442
MART	$10,318,871	$2,346,527	$9,627,114	$22,292,512
MWRTA	$6,738,647	$1,337,046	$6,162,337	$14,238,030
NRTA	$1,836,170	$920,660	$461,678	$3,218,508
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
	$214,155,816	**$39,894,991**	**$160,650,300**	**$414,701,107**

Table 3: All allocated federal relief funding apportionments (appt.) for MA RTAs.