



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



January 4, 2023

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

Chairman Brendan P. Crighton  
Joint Committee on Transportation  
State House  
Room 109-C  
Boston, MA 02133

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

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

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

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

Dear Sirs:

I am pleased to submit this report pursuant to Outside Section 113 of the FY22 Massachusetts budget. It reports the data that MassDOT has collected during FY22 on the performance of the Regional Transit Authorities during that same period. The data provides insights into the performance of each RTA in the categories of Ridership, Customer Service and Satisfaction, Asset Management and Financial Performance, including Farebox Recovery, as well as the additional performance category of Safety. The report also provides a detailed overview of the ongoing impact of the COVID-19 pandemic on RTA operations and recovery.

Key findings in this report are:

- The RTAs are different from each other. This performance reporting system recognized this by making sure that every target was endorsed by the RTA and by allowing for additional metrics tied to each RTA's own goals, initiatives, or system-identified performance indicators.
- The COVID-19 pandemic continued to impact RTA operations in FY22, as average RTA systemwide ridership remains 35% below 2019 pre-pandemic levels

by fiscal year close. Despite these impacts, RTAs are still showing an upward trend in recovery, mirroring national trends in bus ridership. Riders who continue to use public transit are primarily those who use transit services to travel to and from essential workplaces.

- RTA revenues remain disrupted by the pandemic, primarily due to decreased ridership and several systems' choice to operate fare free in some capacity. The RTAs still rely on Federal COVID-19 relief funding received in FY20 and FY21 to offset lost revenue, though this reliance is expected to decrease in the next few years.

While the COVID-19 pandemic continues to impact public transportation, over time multiple points of data will provide a helpful picture of the successes that the RTAs achieve and the challenges they face. In the wake of the recovery from the pandemic, the performance management program will prove to be a valuable tool in identifying continued progress, best practices, and innovative adaptations in service delivery. We thank the Legislature for the opportunity to develop and present this data and would be pleased to answer any questions that the members might have.

Sincerely,

*Meredith Slesinger*

Meredith Slesinger  
Rail & Transit Administrator  
MassDOT Rail & Transit Division