Annual Report on the Regional Transit Authority Performance Management Program

Submitted Pursuant to the Massachusetts Budget Act of 2024 Chapter 28, Outside Section 99 -
RTA Performance Progress Report for FY2024

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MassDOT Rail & Transit Division
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Executive Summary

Background

Th Massachusetts Department of Transportation (MassDOT) submits this report to the Massachusetts State Legislature pursuant to the Massachusetts Budget Act of 2024 Chapter 28, Outside Section 99. The report provides a review of performance data collected for the Fiscal Year 2024 term of the FY2024-25 Bilateral Performance Management Memoranda of Understanding (MOUs) between the 15 Regional Transit Authorities (RTA) and MassDOT.

The Commonwealth provides the RTAs with State Contract Assistance (SCA) each State Fiscal Year (SFY) based on an agreed-to distribution formula. RTAs primarily use SCA to fund operating needs. The MassDOT Rail and Transit Division (RTD) oversees and collaborates with its RTA partners to maximize investment and enhance accountability and transparency. 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. 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. The program encourages data-driven decision making and is a valuable tool used to identify continued progress, best practices, and innovative solutions to challenges facing the RTAs. The program is particularly relevant as the RTAs work to build ridership in the post pandemic environment.

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~~Table 1~~). Each agency's SFY2024 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, are trackable over time, and use data that is widely available to transit agencies and operators.[1] [2] Supplementary data collected includes annually reported metrics on external partnerships, fleet composition and system-specific metrics that highlight

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

[2] 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.

key initiatives or system-identified performance indicators (Table 2~~Table 2~~) and is included in *Appendix B – RTA Profiles*.

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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]	Federal Transit Administration (FTA) reportable revenue vehicle asset class meeting Transit Asset Management (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 National Transit Database (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 (replaced the previous "Stretch Goal" performance category included in the FY20-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 and share best practices among peers, and pinpoint which strategies increase ridership, provide operating efficiencies, and increase customer satisfaction and reliability.

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 provide 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

As discussed in previous RTA Performance Progress Reports to the Legislature, although negatively impacted by the pandemic, RTA ridership has continued to demonstrate steady upward recovery that continued through FY2024 (Figure 1~~Figure 1~~).

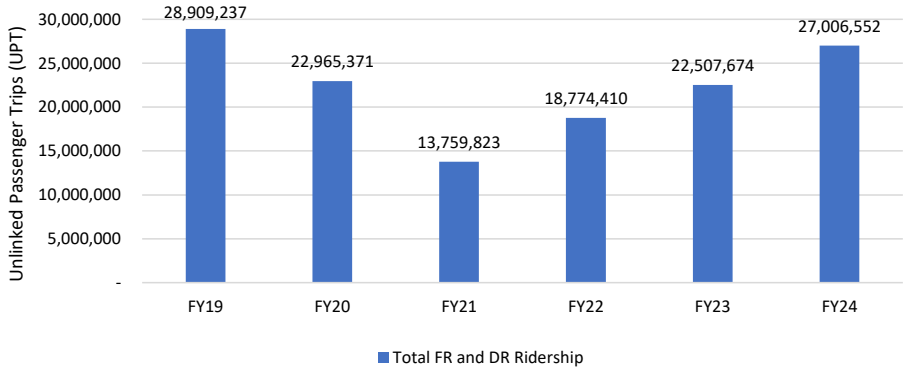

Figure 1. Systemwide annual totals from FY2019 to FY2024 displaying the rebound trend in RTA ridership.

In FY2024, the RTAs continued to benefit from a significant increase in two Commonwealth provided funding categories, state contract assistance (SCA) and fare free funding. Together, this investment resulted in new service and expansion of existing services across the Commonwealth. Service expansion has focused primarily on extending service hours later in the evenings and on weekends.

Of note, in FY2024, BRTA, FRTA, MeVa, SRTA and WRTA each exceeded pre-pandemic (FY2019) ridership levels. Several RTAs came close to recovering to FY2019 levels, and all fifteen RTAs saw year over year ridership growth compared to FY2023.

Figure 2 displays the percent change in annual modal RTA ridership relative to the pre-pandemic-levels in FY2019. 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 FY2024, the percentage drop in ridership for demand response had rebounded to -21.65%, and fixed route ridership exceeded pre-pandemic ridership by 16.08%.

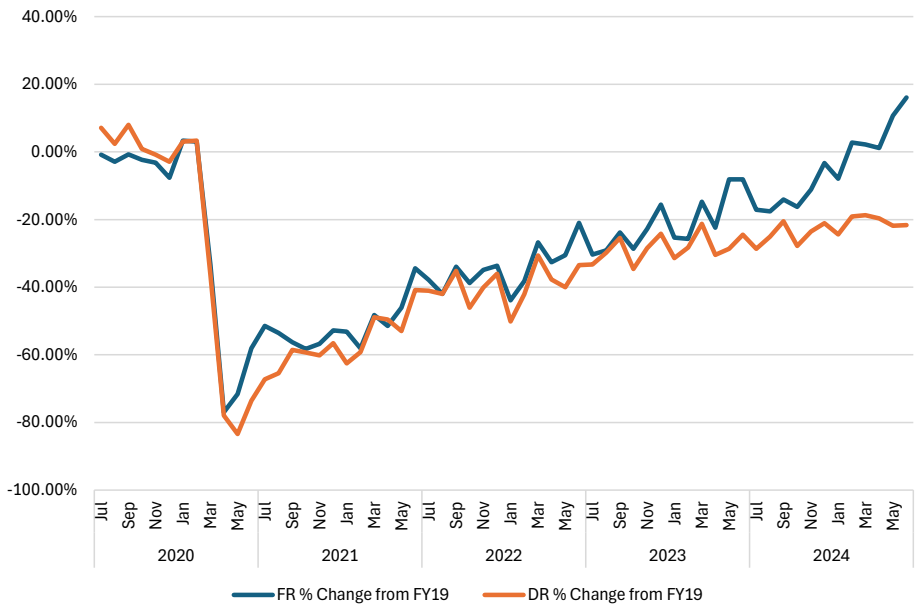

Figure 2. Percent change in SFY2020-SFY2024 annual modal RTA ridership relative to pre-pandemic levels.

Figure 3~~Figure 3~~ and Figure 4~~Figure 4~~ display the RTAs' success in reaching their ridership targets in SFY2024. The RTAs continued a multi-year trend in reaching

these targets, with thirteen of fifteen RTAs exceeding their fixed route target, while twelve out of fifteen exceeded their demand response target.

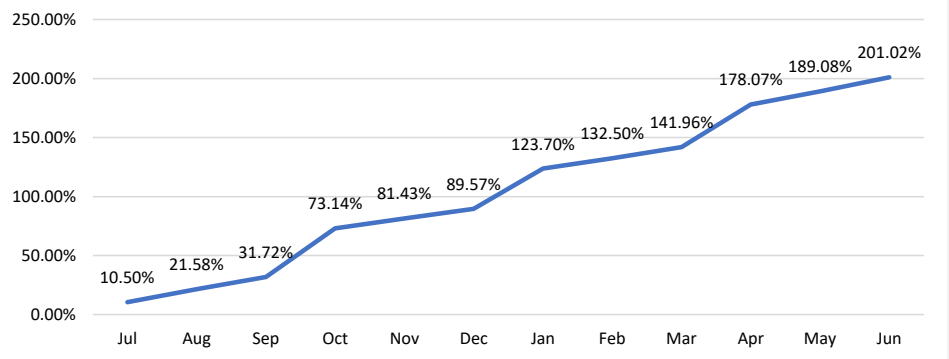

Figure 3. Average distance from target (percent accumulation) for fixed route ridership in FY2024.

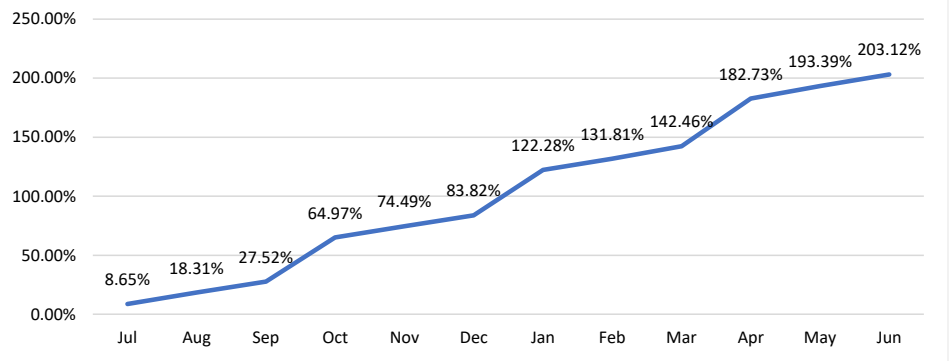

Figure 4. Average distance from target (percent accumulation) for demand response ridership in SFY2024.

While the RTAs have not collectively exceeded pre-pandemic ridership, the trend year over year has been a steady march upward. RTAs survived the worst of the pandemic ridership erosion with most RTAs experiencing steady, consistent ridership gains in SFY2024. The systems have taken advantage of significant increases in Commonwealth funding to attract more riders and consistently deliver quality service.

Key Performance Results and Takeaways on RTA Finances

RTA revenues were dramatically impacted by the COVID-19 pandemic, and policy decisions have been made by both RTAs and MassDOT to address those impacts. Many RTAs implemented broad fare free pilot programs in SFY2024 as a result of available state funding. This has had a direct and expected negative impact on farebox recovery ratios (FRR) (Figure 5).

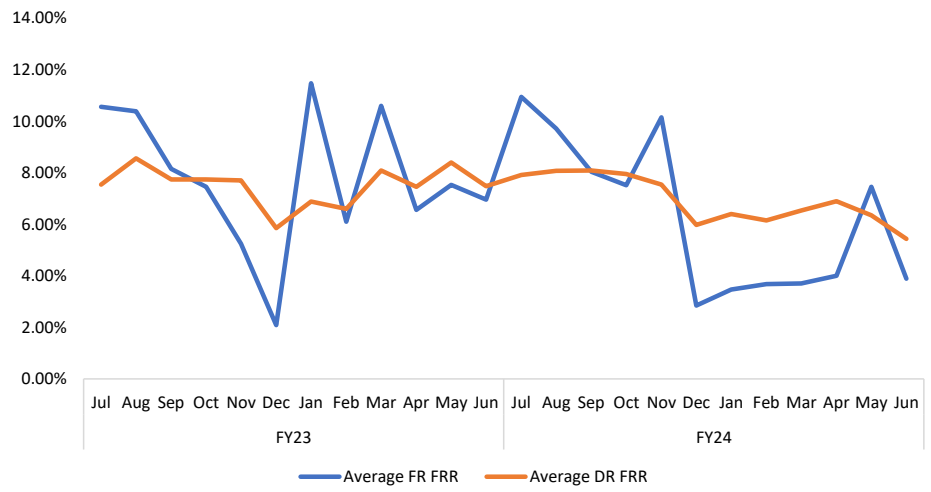

Figure 5. RTA Average Fixed Route & Demand Response SFY2023-SFY2024 FRR.

Offsetting the reduced fare revenue, SCA increased in the SFY2024 state budget, which also included $15 million for fare free pilot programs. The RTAs also took advantage of multiple grant programs in the state budget to implement new services, and continued to pursue competitive federal grant dollars. In Federal Fiscal Year (FFY)2024, CCRTA was awarded $14.6 million for the purchase of hybrid buses and VTA was awarded $3.8 million for the purchase of battery electric buses under the FTA's discretionary competitive Low-No Emission Program. MassDOT was also awarded $360,800 to test a statewide mobility program under FTA's discretionary competitive Innovative Coordinated Access and Mobility Program.

Conclusions

SFY2024 ridership metrics have continued to demonstrate a steady recovery from pandemic induced ridership lows. This can be attributed to the demographics of the RTAs' customer base consisting of durable riders who rely on public transit daily for essential trips to work, the grocery store, medical and educational institutions, coupled with significant increases in the Commonwealth's investment

in RTAs. In SFY2024, the Commonwealth provided a significant increase in state contract assistance funding which RTAs maximized to expand and extend hours of service to better meet the needs of their customers and attract additional “choice” riders. The Commonwealth’s significant increase in fare free funding also enabled the RTAs to expand the financial accessibility of transit services for all, catalyzing improved ridership metrics.

Importantly, the RTAs have also proved themselves to be adaptable and reliable in the face of changing norms and expectations around transit service. With hybrid and remote work flattening traditional peak travel times, RTAs have adjusted by extending service hours, especially on nights and weekends. The RTAs have also continued to deploy more flexible transit services, such as varied vehicle sizes and microtransit services to complement traditional fixed route and demand response services.

In addition, the RTAs have continued to lead by example with efforts to decarbonize their fleets, purchasing low or no emission vehicles to replace diesel powered vehicles, upgrading their maintenance facilities to include electric charging equipment, and adding solar heating and cooling. MassDOT RTD has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study, which will build upon the Phase I Study conducted in 2019 and assist each RTA in executing their carbon reduction implementation strategies. Transitioning to zero emission vehicles is capital intensive and must be tailored to each RTA’s geographical and operating characteristics to be successful. The BEB Phase II Study will help each RTA execute strategies that that best meet their unique needs, while supporting the Commonwealth’s climate change goals.

Over the last five years, the RTAs have continued to demonstrate the importance of steady, disciplined leadership and a willingness to maximize available resources and think creatively about how to provide the best possible services to their riders.

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

Federal Fiscal Year (FFY)

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[3]

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

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)

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[4]

State Fiscal Year (SFY)

SRTA = Southeastern Regional Transit Authority

STIP = Statewide Transportation Improvement Program

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

Systemwide (SW) = Operations from all of an agency's modes of operation

TAM plan = Transit Asset Management plan, as required by FTA

TERM Scale = Transit Economic Requirements Model Scale that assigns number ratings to facilities based on condition[5]

[4] The 191st General Court of the Commonwealth of Massachusetts (https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXXII/Chapter161B/Section1)
[5] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)

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[6]

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[7]

VRM = vehicle revenue mile; the miles that vehicles are scheduled to or actually travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services[8]

VRH = vehicle revenue hour; the hours that vehicles are scheduled to or actually travel while in revenue service, including layover or recovery time, but not including deadhead, operator training, vehicle maintenance testing and school bus and charter services[9]

VTA = Martha's Vineyard Transit Authority

WRTA = Worcester Regional Transit Authority

[6] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[7] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[8] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[9] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)

Legislative Directive

The Massachusetts Department of Transportation (MassDOT) is submitting this report to the Massachusetts State Legislature in accordance with the requirements of the Commonwealth of Massachusetts Fiscal Year 2024 Budget Chapter 28 of the Acts of 2023, Outside Section 99. The Act states that:

> The department may require each regional transit authority to provide data on ridership, customer service and satisfaction, asset management and financial performance, including farebox recovery, and shall compile any such collected data into a report on the performance of regional transit authorities and detail each authority's progress towards meeting the performance metrics established in each memorandum of understanding.

Since 2020, MassDOT and each of the 15 Regional Transit Authorities (RTA) have negotiated and executed three two-year term bilateral Memoranda of Understanding (MOU) for the periods of SFY2020-SFY2021, SFY2022-SFY2023, and SFY2024-SFY2025. This report presents performance results for SFY2024, which is governed by the terms of the SFY2024-SFY2025 MOU.

The bilateral MOUs are based on a system of performance metrics established by MassDOT and incorporate 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. The MOUs are not punitive and thus do not impose penalties for not meeting metrics and targets. MassDOT and the RTAs have agreed to measure the MOU metrics against RTA established baselines, including agreed upon timelines for implementation.

The Commonwealth provides the RTAs with state operating funds called State Contract Assistance (SCA), which is passed through the MassDOT Rail & Transit Division (RTD) each budget cycle. In addition to the distribution of SCA based on an agreed-to allocation formula, RTD oversees and collaborates with its RTA partners using innovative business processes to maximize investment and provide the highest levels of accountability and impact. Through the bilateral MOU process and resulting performance management program, RTD and the RTAs can ensure that SCA is spent advancing the goals and targets established by each system.

The bilateral MOUs have encouraged data-driven decision making and agency transparency to the public, which is particularly relevant as the RTAs continue to grow public transit ridership and identify services that meet evolving rider preferences. The MOUs have been valuable in identifying best practices and innovative solutions to challenges facing the RTAs.

Memoranda of Understanding

Since 2020, MassDOT and each of the 15 RTAs have negotiated three two-year term bilateral MOU for RTA performance management. These MOUs have covered the SFY2020-SFY2021, SFY2022-SFY2023 and SFY2024-SFY2025 time periods. During negotiations, the RTAs provided feedback for continuous improvement in the performance management process including the need to reduce duplicative reporting, increase standardization, and improve efficiencies in data collection. In addition to alleviating RTA concerns, RTD has used the negotiation process to enhance collaboration with the RTAs.

This report provides performance results for SFY2024 which is governed by the terms of the SFY2024-2025 MOU. The final agreement included standardized performance metric collection, the collection of transit safety data, financial planning documentation, and 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:

- Performance metrics in the four key areas of ridership, customer service & satisfaction, asset management, and financial performance, as well as the key area of safety (Table 3~~Table 3~~). Data collected includes, but is not limited to:
    - a subset of metrics already reported annually to the National Transit Database (NTD)[10],
    - 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~~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)
	On-time performance (OTP)

[10] 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."

Customer Service & Satisfaction	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 or did not achieve their 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 SFY2020-SFY2021 MOUs)

Table 4. List of Annually Reported Performance Metrics.

The target setting process for the SFY2024-SFY2025 MOU consisted of annual targets in SFY2024 and SFY2025 for the financial and asset management categories, and a two-year target (SFY2025) with an interim milestone (SFY2024) for the ridership and customer service categories. Annually reported metrics consist of annual targets for SFY2024 and SFY2025.

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 required to be 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 in the MOUs, MassDOT RTD designed a performance management program comprising quarterly data collection and analysis of RTA submitted data. The program operates in three stages:

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

Performance Data Collection

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

Performance Data Analysis

For each quarter, the quarterly subtotal was calculated based on the raw monthly data provided. Calculating the quarterly subtotals throughout the fiscal year helps 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~~Table 5~~.

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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)	Examines whether progress is trending higher

	- Operating Expense / VRH - Operating Expense / VRM - Operating Expense / UPT - Farebox Recovery Ratio - On-Time Performance Ratio - Scheduled Trips Operated	or lower than a target

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

Performance Data Reporting

All analyses have been compiled into this progress report, which covers the data collected for SFY2024, or year one, of the SFY2024-2025 bilaterally negotiated MOUs. The performance management analysis and reporting process is summarized in Figure 6~~Figure 6~~.

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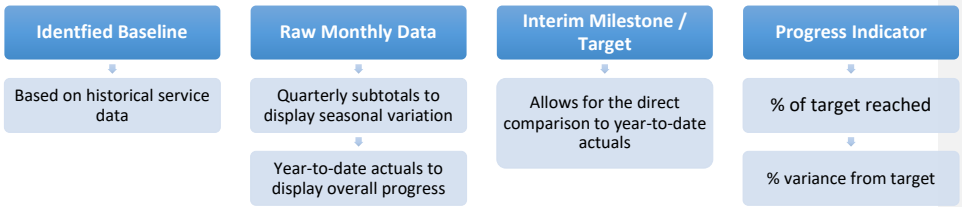


Figure 6. Performance target reporting and data analysis process.

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

This report also includes a simple analysis of the Asset Management and Safety metric categories, the data for which was collected in mid-November 2024, 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 frequently used by the transit industry 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. [11] [12] Use of these metrics allows for comparisons and analyses to identify best practices and policies across the RTAs, enhancing peer learning across the Commonwealth. Trends can be better understood, both individually and statewide, and can point to which policies or initiatives helped increase ridership, reduced costs, and/or increased customer satisfaction. The *Performance Metric Analysis* section is organized in tables by metric and mode of operation (Fixed Route, Demand Response, Demand Taxi and Commuter Bus). Definitions of each metric are also provided, as well as graphical representations of average RTA performance in relation to the identified targets. Summary text is also included to highlight the key takeaways on overall RTA performance. Color-coded formatting of the value comparisons provides an easy reference for determining whether an RTA has met an identified target (Table 6~~Table 6~~).

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

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)	↑	↓

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

[11] International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94.* pgs. 1-56.
[12] 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.

goals and to customer satisfaction.[13] [14] Each agency's annual reported metrics are included in *Appendix B – RTA Profiles*. The additional performance metric data has been organized in a similar manner to the universal performance metrics.

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 6~~Table 6~~).[15] Each target looks at the percentage of each asset category that is *not* in state of good repair (SGR). Lower performance percentages indicate a fleet or facility that has a better SGR. All public transportation vehicles, be it revenue service rolling stock or non-revenue equipment, are evaluated based on an established useful life benchmark (ULB), or the expected lifecycle (age) for a particular vehicle.[16] 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 "critically damaged or in need of immediate repair [and/or is] well past useful life" and 5.0 representing a facility that has "no visible defects [and/or is in] new or near new condition."[17]

Asset Category	FTA Established 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 6. FTA established performance target definitions by asset category.

Of the 15 RTAs, 14 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.[18] These 14 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[19]. FRTA did not develop its own TAM plan, and instead, opted to be included in MassDOT's

[13] International Transit Studies Program. 2010. Performance measures and outcomes. *Transit Cooperative Research Program Synthesis 94.* pgs. 1-56.
[14] 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.
[15] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[16] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[17] Federal Transit Administration (https://www.transit.dot.gov/PerformanceManagement)
[18] Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)
[19] Federal Transit Administration (https://www.transit.dot.gov/TAM/gettingstarted/TierI-II_workflow)

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 or did not meet the targets identified in the respective TAM plans by providing a copy of the Asset Inventory Module (AIM) reports as submitted to NTD. The data is aggregated and included in the *Asset Management Performance Metric Analysis* section of this 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.

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.[20] 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.[21] For the RTAs, the PTASP rule applies to 12 out of the 15 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

[20] Federal Transit Administration. "Public Transportation Agency Safety Plans." (https://www.transit.dot.gov/PTASP)
[21] Federal Transit Administration. "Public Transportation Agency Safety Plans." (https://www.transit.dot.gov/PTASP)

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.[22]

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 three 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.

[22] 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)

Trends in RTA Ridership and Finances

Ridership Trends

As discussed in previous RTA Performance Progress Reports to the Legislature, although negatively impacted by the pandemic, RTA ridership has continued to demonstrate a steady upward recovery that has continued through SFY2024 (Figure 7~~Figure 7~~).

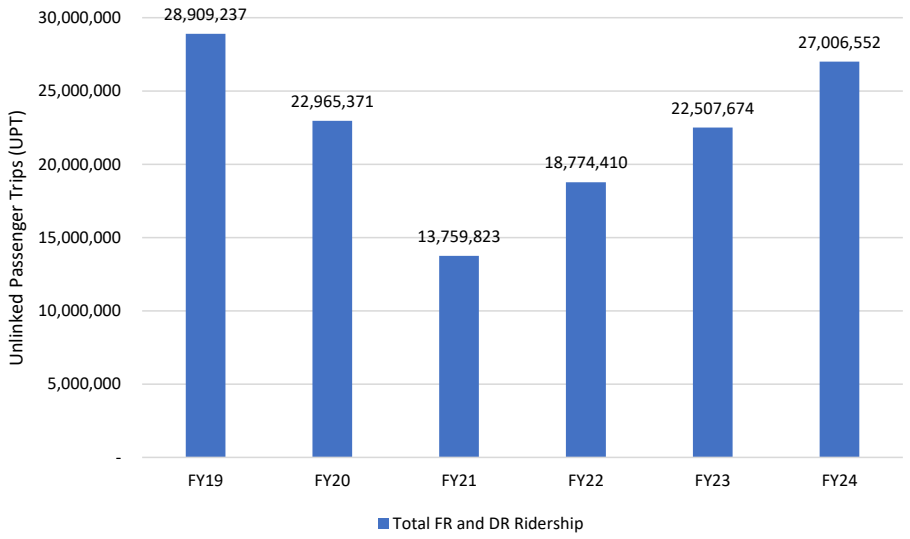


Figure 7. Systemwide annual totals from S SFY2024 displaying the rebound trend in RTA ridership.

Two major changes for the RTAs in SFY2024 were the continued substantial increase in the level of investment by the Commonwealth in RTA operations via state contract assistance and a significant increase in fare free funding. Taken together, these two initiatives resulted in RTAs across the Commonwealth continuing to add new service and expand existing services, especially with service hours later into the nights and on weekends.

Of note, in SFY2024, BRTA, FRTA, MeVa, SRTA and WRTA exceeded pre-pandemic (FY2019) ridership levels in their systems. Several RTAs came close to recovering to S SFY2023.

Figure 8 displays the percent change in annual modal RTA ridership relative to the pre-pandemic levels in SFY2019. 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 SFY2019 ridership levels, respectively. At the close of FY2024, the percentage drop in ridership for demand response had rebounded to -21.65%, and fixed route ridership exceeded pre-pandemic ridership by 16.08%.

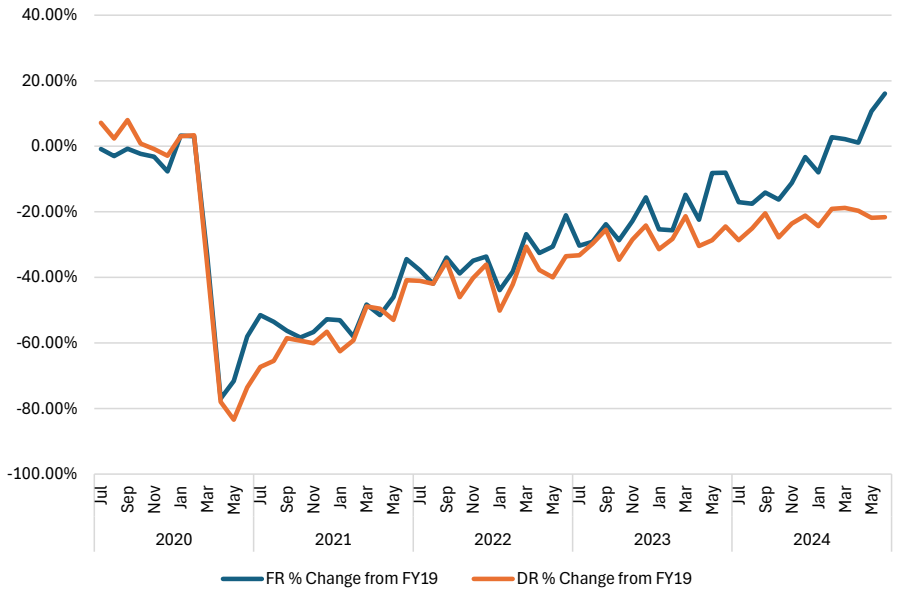


Figure 8. Percent change in SFY2020-FY2023 annual modal RTA ridership relative to pre-pandemic levels.

Figure 9 and Figure 10 display the RTAs' success in reaching their ridership targets in SFY2024. The RTAs continued a multiyear trend of success in reaching these targets, with eight out of 15 RTAs exceeding their fixed route target, while ten out of 15 exceeded their demand response target.

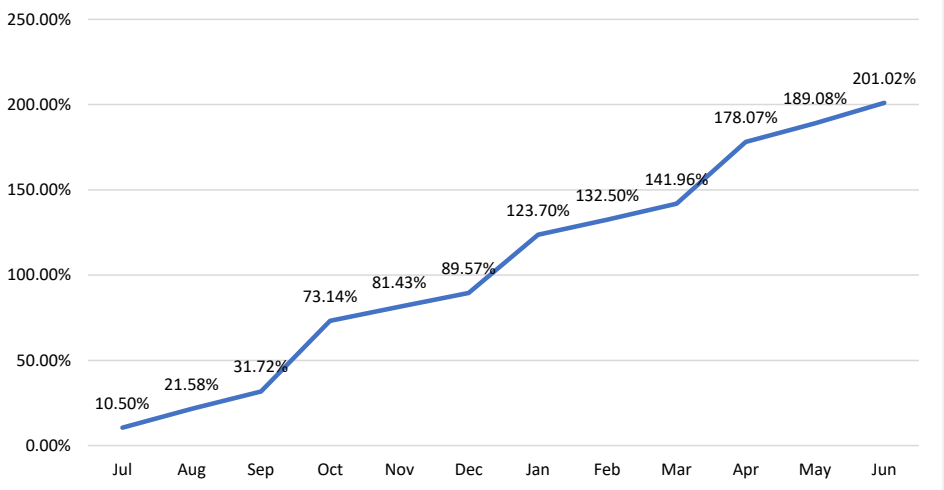


Figure 9. Average distance from target (percent accumulation) for fixed route ridership in SFY2024.

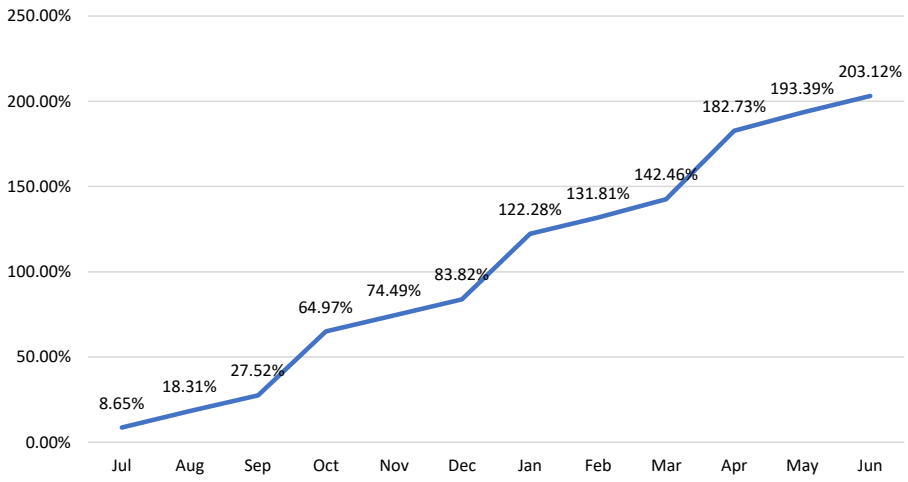


Figure 10. Average distance from target (percent accumulation) for demand response ridership in SFY2024.

During the pandemic, the RTAs were vital for workers who needed transit service to travel to and from essential workplaces. The RTAs provided these "durable" riders with consistent, reliable service, and have built on that base to grow their ridership year over year as they approach pre-pandemic ridership levels collectively. Every

type of RTA rider has benefited from increases in frequency and service hours, allowing RTAs to attract more choice riders.

Financial Trends

RTA revenues were dramatically impacted by the COVID-19 pandemic, and policy decisions have been made by both RTAs and MassDOT to address those impacts. It is also important to note that many RTAs implemented broad fare free pilot programs in SFY2024 as a result of state funds being available. This has had a direct and expected impact on farebox recovery ratios (FRR) (Figure 5).

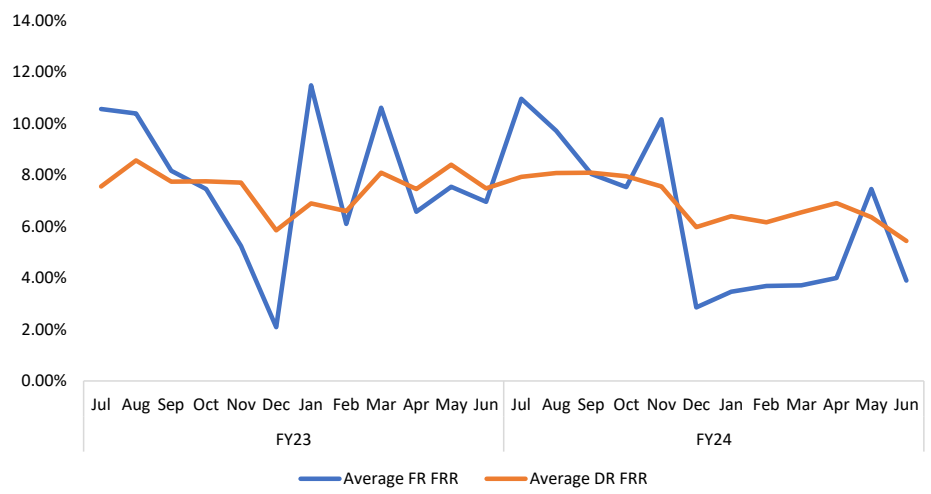


Figure 11. RTA Average Fixed Route & Demand Response SFY2023-FY2024 FRR.

SCA has increased in recent years, helping the RTAs offset lower fare revenue. The SFY2024 state budget also included $15 million for fare free pilot programs. The RTAs also took advantage of multiple federal grant programs in the state budget to implement new, innovative services, and continued to pursue competitive federal grant dollars. In FFY2024, the Cape Cod Regional Transit Authority (CCRTA) was awarded $14.6 million for the purchase of hybrid buses and Vineyard Transit Authority (VTA) was awarded $3.8 million for the purchase of battery electric buses under the Federal Transit Administration's (FTA) discretionary competitive Low-No Emission Program. MassDOT was also awarded $360,800 to test a statewide mobility program under FTA's discretionary competitive Innovative Coordinated Access and Mobility Program.

Conclusions

The demographics of the RTAs' customer base generally consisting of durable riders who rely on mass transit daily for essential trips to work, the grocery store, medical and educational institutions. Coupled with an historic increase in the Commonwealth's investment in RTAs, SFY2024 ridership metrics have continued to demonstrate a steady recovery trend from pandemic induced ridership lows. In SFY2024, the Commonwealth provided a large increase in SCA funding which RTAs effectively maximized to expand and extend hours of service to better meet the needs of their customers and attract additional "choice" riders. The Commonwealth's sizeable increase in fare free funding also enabled the RTAs to expand the financial accessibility of transit services for all, supporting improved ridership metrics.

Importantly, the RTAs have also continued to prove themselves to be adaptable and reliable in the face of changing norms and expectations around transit service. With hybrid and remote work flattening traditional peak travel times, RTAs have adjusted by extending service hours especially on nights and weekends. The RTAs have also continued to deploy more flexible transit services, such as varied vehicle sizes and microtransit services to complement traditional fixed route and demand response services.

In addition, the RTAs have continued to lead by example with efforts to decarbonize their fleets, purchasing low or no emission vehicles to replace diesel powered vehicles, upgrading their maintenance facilities to include electric charging equipment, and adding solar heating and cooling. MassDOT RTD has continued to support the RTAs on climate change goals through the Battery Electric Bus Phase II Study, which has built upon the Phase I Study conducted in 2019 and to assist each RTA in executing their carbon reduction implementation strategies. Transitioning to zero emission vehicles is capital intensive and must be tailored to each RTA's geographical and operating characteristics to be successful. The BEB Phase II Study has helped each RTA execute strategies that that best meet their unique needs, while supporting the Commonwealth's climate change goals.

Over the last five years, the RTAs have continued to demonstrate the importance of strong leadership and a willingness to maximize available resources and think creatively about how to provide the best possible services to their riders.

Universal Performance Metric Analysis

Unlinked Passenger Trips (UPT)

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

SFY2024 Fixed Route Unlinked Passenger Trips (UPT) | 15 RTAs Reporting

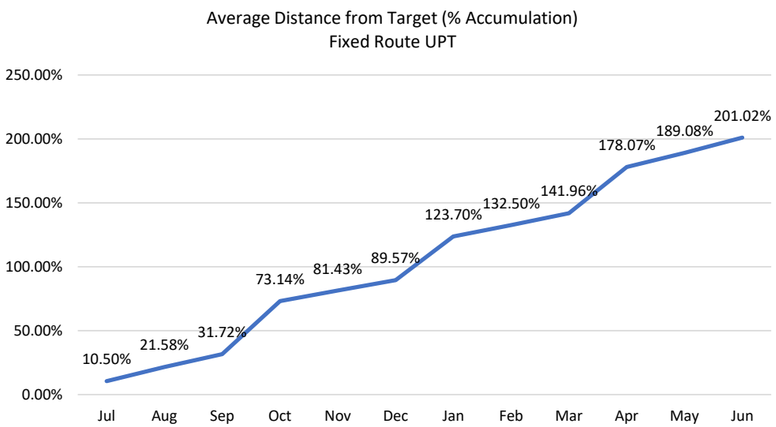
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	1,372,594	149,966	161,918	160,724	472,608	179,472	165,589	178,119	523,180	195,444	201,997	245,795	643,236	259,858	270,942	266,407	797,207	**2,436,231**	1,748,136	139.36%
BRTA	419,635	43,466	46,286	43,007	132,759	43,106	41,508	49,837	134,451	40,999	42,690	43,689	127,378	44,664	47,511	52,462	144,637	**539,225**	494,400	109.07%
CATA	181,151	11,954	13,117	15,154	40,225	14,014	12,743	13,591	40,348	13,990	12,790	14,636	41,416	13,056	15,443	11,340	39,839	**161,828**	185,679	87.15%
CCRTA	449,598	81,506	85,632	43,877	211,015	37,063	38,824	32,245	108,132	34,791	35,497	38,888	109,176	42,692	52,088	64,613	159,393	**587,716**	471,887	124.55%
FRTA	56,774	7,501	10,216	14,227	31,944	15,620	8,554	9,453	33,627	9,626	12,240	12,070	33,936	10,335	12,964	10,911	34,210	**133,717**	103,000	129.82%
GATRA	383,375	38,714	38,082	42,894	119,690	47,067	43,623	42,783	133,473	41,599	40,108	46,380	128,087	44,827	46,747	40,065	131,639	**512,889**	536,066	95.68%
LRTA	703,350	52,458	57,018	72,726	182,202	83,920	73,853	68,180	225,953	71,665	70,920	76,001	218,586	72,056	78,981	61,803	212,840	**839,581**	713,900	117.60%
MART	297,794	27,296	27,382	30,916	85,594	31,963	31,716	30,022	93,701	30,846	31,557	33,613	96,016	35,102	32,261	43,030	110,393	**385,704**	373,861	103.17%
MeVa	1,198,037	191,553	230,618	231,803	653,974	240,997	236,789	218,899	696,685	211,196	231,364	244,958	687,518	263,078	284,624	262,820	810,522	**2,848,699**	1,958,307	145.47%
MWRTA	209,304	18,472	21,044	27,311	66,827	31,864	30,321	27,543	89,728	28,153	37,494	37,322	102,969	42,716	35,686	32,632	111,034	**370,558**	352,494	105.12%
NRTA	226,951	61,423	56,939	26,213	144,575	12,261	6,346	5,084	23,691	2,900	4,295	4,381	11,576	10,322	27,202	64,665	102,189	**282,031**	249,617	112.99%
PVTA	6,079,372	431,232	462,843	779,969	1,674,044	799,164	685,795	677,002	2,161,961	465,007	757,711	728,889	1,951,607	803,544	688,298	550,875	2.042,717	**7,830,329**	7,000,000	111.86%
SRTA	2,016,128	159,867	172,572	212,576	545,015	221,823	198,400	185,447	605,670	236,838	249,947	285,549	772,334	285,422	276,149	235,806	797,377	**2,720,396**	2,291,623	118.71%
VTA	772,214	194,550	196,110	124,822	515,482	69,566	38,086	34,133	141,785	33,272	33,082	39,267	105,621	49,397	86,027	140,338	275,762	**1,038,650**	800,000	129.83%
WRTA	3,064,750	376,012	402,456	380,592	1,159,060	402,744	360,741	365,328	1,128,813	328,999	358,209	376,978	1,064,186	385,906	425,341	402,603	1,213,850	**4,565,909**	3,700,000	123.40%

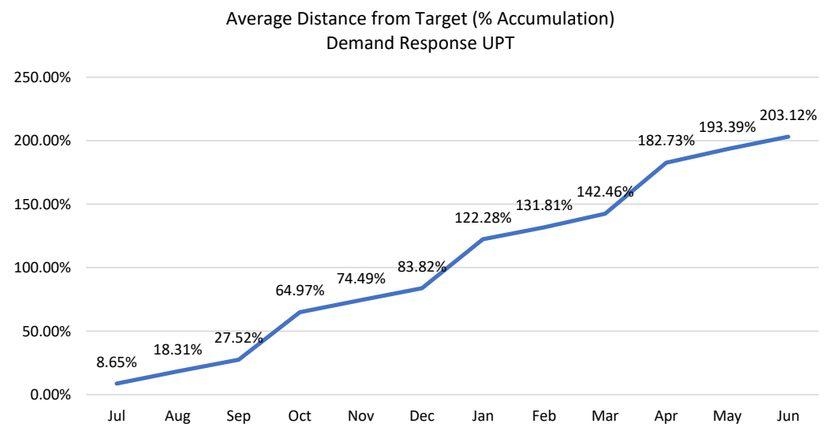
SFY2024 Demand Response Unlinked Passenger Trips (UPT) | 15 RTAs Reporting

RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Accum.
BAT	101,025	8,998	10,212	10,058	29,268	10,340	9,435	9,113	28,888	9,559	9,234	10,136	28,929	10,244	10,862	9,047	30,153	**117,238**	88,051	133.15%
BRTA	15,465	2,109	2,198	2,085	6,392	2,199	2,146	2,313	6,658	2,359	2,421	2,448	7,228	2,453	2,632	2,477	7,562	**27,840**	22,500	123.73%
CATA	36,402	4,723	5,412	5,119	15,254	5,580	5,118	5,221	15,919	5,611	5,442	5,914	16,967	5,724	5,566	5,274	16,564	**64,704**	37,312	173.41%
CCRTA	154,109	12,764	14,561	16,026	43,351	16,689	16,040	15,183	47,912	16,159	15,470	18,005	49,634	17,763	18,979	15,726	52,468	**193,365**	162,276	119.16%
FRTA	24,356	2,811	3,062	3,152	9,025	3,455	3,441	3,484	10,380	2,985	2,813	2,809	8,607	2,670	2,630	2,196	7,496	**35,508**	36,500	97.28%
GATRA	214,179	21,636	22,824	21,559	66,019	22,551	21,683	21,185	65,419	22,270	19,065	22,065	63,400	22,467	23,743	22,333	68,543	**263,381**	301,322	87.41%
LRTA	72,507	6,284	7,445	6,570	20,299	6,827	6,620	5,998	19,445	5,884	5,853	6,786	18,523	6,874	6,853	6,005	19,732	**77,999**	73,595	105.98%
MART	227,029	19,223	23,520	22,150	64,893	23,419	22,548	21,414	67,381	21,531	21,852	23,343	66,726	22,412	25,012	20,863	68,287	**267,287**	247,074	108.18%
MeVa	62,767	6,857	8,212	7,778	22,847	8,837	8,662	7,867	25,366	8,323	8,461	9,142	25,926	9,169	9,412	8,169	26,750	**100,889**	90,723	111.21%
MWRTA	116,387	10,480	11,558	13,553	35,591	14,504	13,183	14,131	41,818	12,699	13,220	14,294	40,213	14,332	14,520	12,711	41,563	**159,185**	172,291	92.39%
NRTA	1,254	263	310	233	806	286	281	255	822	306	261	376	943	378	380	360	1,118	**3,689**	2,384	154.74%
PVTA	150,074	13,180	14,532	15,457	43,169	16,249	15,451	15,284	46,984	14,749	15,402	16,614	46,765	17,296	16,368	16,160	49,824	**186,742**	180,700	103.34%
SRTA	83,014	7,296	7,925	7,871	23,092	8,494	7,911	7,713	24,118	9,033	9,068	9,953	28,054	10,056	10,016	9,452	29,524	**104,788**	89,450	117.15%
VTA	7,976	865	794	700	2,359	749	769	811	2,329	893	978	1,051	2,922	804	834	909	2,547	**10,157**	8,000	126.96%
WRTA	97,779	10,475	12,524	10,946	33,945	11,745	11,508	10,910	34,163	11,041	11,200	12,604	34,845	12,599	13,091	11,728	37,418	**140,371**	140,000	100.27%

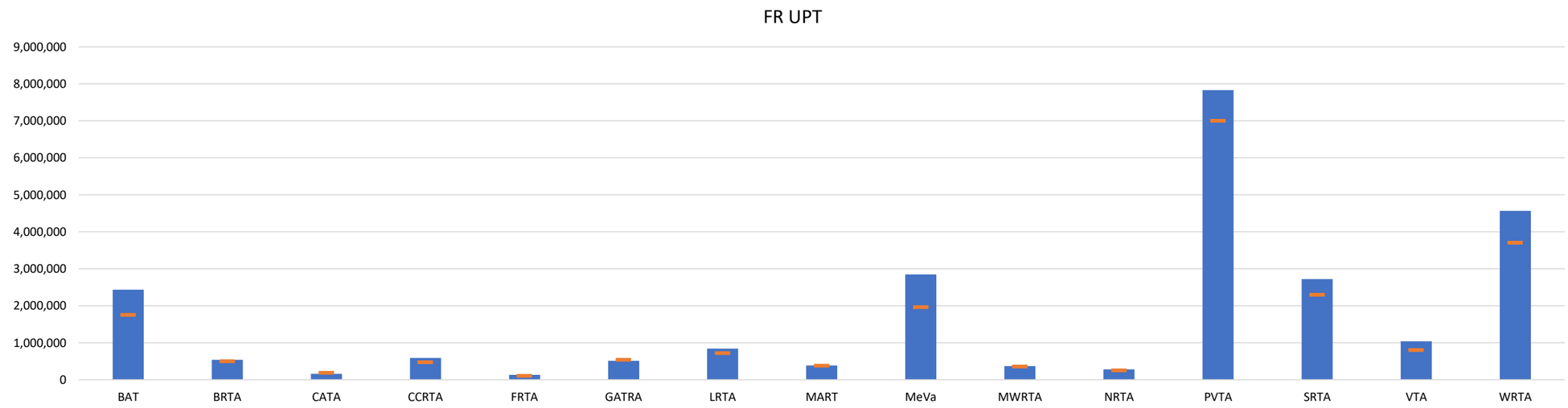
SFY2024 Demand Taxi Unlinked Passenger Trips (UPT) | 3 RTA Reporting																					
RTA	**Baseline**	**Jul**	**Aug**	**Sep**	**Q1**	**Oct**	**Nov**	**Dec**	**Q2**	**Jan**	**Feb**	**Mar**	**Q3**	**Apr**	**May**	**Jun**	**Q4**	**Actual**	**Target**	**Accum.**
FRTA	4,288	44	65	114	223	125	111	104	340	53	0	0	53	0	0	0	0	**616**	3,800	16.21%
MART	233,948	26,718	29,212	28,978	84,908	25,852	24,962	24,488	75,302	25,292	24,584	32,259	82,135	28,481	28,916	24,688	82,085	**324,430**	282,490	114.85%
WRTA	43,494	5,185	5,899	6,334	17,418	6,912	6,417	5,205	18,534	5,439	5,518	6,126	17,083	5,981	6,164	5,202	17,347	**70,382**	52,000	135.35%

Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





RTAs were very successful in reaching their ridership targets by the close of the fiscal year, continuing positive trends from the last two years. Thirteen out of 15 systems exceeded their fixed route target, while twelve out of 15 exceeded their demand response target – both improvements over last year.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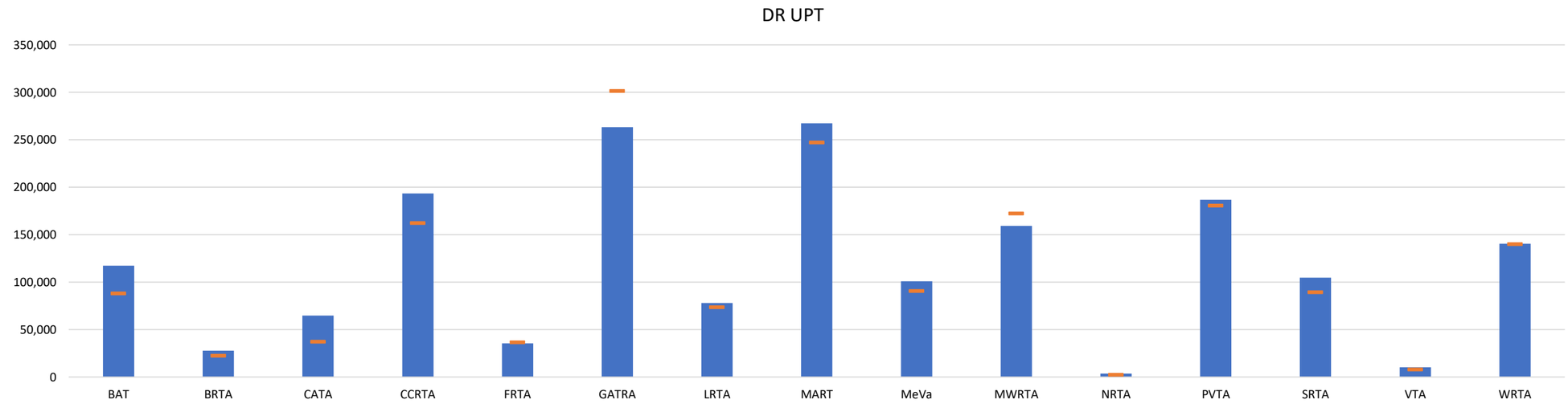
PVTA
SRTA
VTA
WRTA


DR UPT
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

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. Systems that operate longer mileage routes in less dense, rural environments typically perform well on a per mile basis. 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**.

SFY2024 Fixed Route UPT/VRM | 15 RTAs Reporting

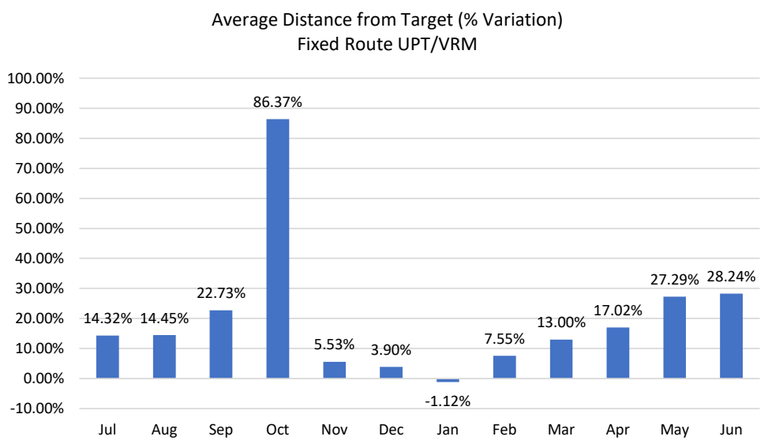
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	1.215	1.638	1.626	1.637	1.633	1.655	1.489	1.626	1.589	1.759	1.854	2.578	2.039	2.220	2.408	2.529	2.380	**1.920**	1.360	41.18%
BRTA	0.469	0.597	0.587	0.572	0.585	0.593	0.584	0.673	0.617	0.548	0.540	0.558	0.549	0.558	0.620	0.710	0.627	**0.594**	0.550	8.06%
CATA	0.456	0.592	0.527	0.613	0.576	0.620	0.643	0.666	0.642	0.791	0.757	0.697	0.745	0.718	0.739	0.592	0.684	**0.657**	0.480	36.79%
CCRTA	0.267	0.415	0.426	0.284	0.382	0.241	0.274	0.230	0.248	0.239	0.264	0.277	0.260	0.304	0.343	0.379	0.344	**0.314**	0.274	14.68%
FRTA	0.181	0.224	0.280	0.436	0.311	0.451	0.239	0.298	0.329	0.267	0.292	0.299	0.287	0.279	0.342	0.362	0.326	**0.312**	0.250	24.92%
GATRA	0.341	0.428	0.402	0.500	0.441	0.516	0.448	0.367	0.437	0.339	0.347	0.371	0.353	0.367	0.399	0.372	0.379	**0.399**	0.490	-18.64%
LRTA	0.635	0.694	0.681	0.931	0.767	1.030	0.936	0.868	0.946	0.882	0.909	0.932	0.908	0.886	1.029	0.757	0.888	**0.877**	0.680	29.03%
MART	0.362	0.412	0.385	0.407	0.401	0.407	0.421	0.406	0.411	0.408	0.405	0.405	0.406	0.427	0.396	0.365	0.392	**0.402**	0.400	0.51%
MeVa	0.838	1.753	1.923	1.770	1.816	1.805	1.808	1.671	1.762	1.451	1.656	1.670	1.592	1.810	1.922	1.904	1.878	**1.759**	1.385	27.04%
MWRTA	0.211	0.252	0.256	0.317	0.276	0.329	0.307	0.307	0.314	0.310	0.366	0.398	0.358	0.404	0.388	0.360	0.385	**0.336**	0.354	-5.00%
NRTA	0.723	1.187	1.031	0.886	1.058	8.808	0.388	0.321	0.706	0.177	0.281	0.253	0.236	0.661	1.026	1.436	1.173	**0.921**	0.810	13.69%
PVTA	1.285	1.292	1.314	1.955	1.543	1.942	1.768	1.802	1.840	1.274	1.832	1.736	1.628	1.782	1.614	1.495	1.639	**1.664**	1.350	23.29%
SRTA	1.213	1.278	1.294	1.683	1.417	1.766	1.647	1.564	1.661	1.785	1.891	2.013	1.899	2.064	1.866	1.768	1.900	**1.726**	1.510	14.34%
VTA	0.787	1.344	1.491	1.242	1.368	0.831	0.583	0.484	0.646	0.488	0.498	0.576	0.521	0.659	0.910	1.112	0.933	**0.949**	0.800	18.61%
WRTA	1.517	2.385	2.218	2.314	2.302	2.352	2.199	2.206	2.254	1.866	2.123	2.194	2.059	2.252	2.450	2.453	2.385	**2.249**	1.750	28.51%

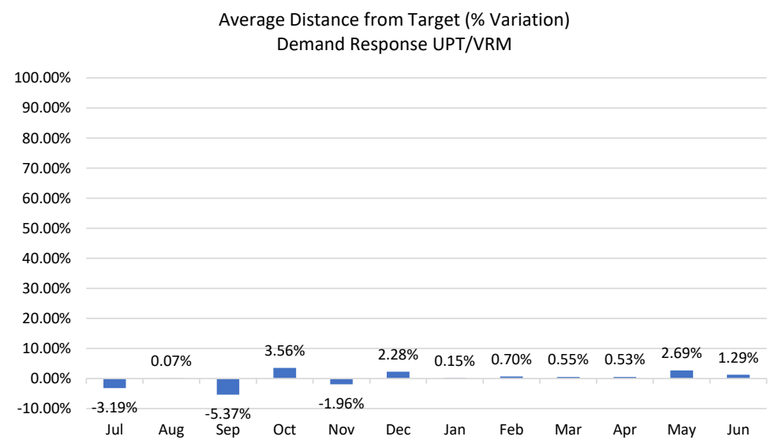
SFY2024 Demand Response UPT/VRM | 15 RTAs Reporting

RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	0.219	0.228	0.230	0.246	0.235	0.239	0.235	0.230	0.235	0.233	0.228	0.233	0.231	0.228	0.236	0.229	0.231	**0.233**	0.200	16.45%
BRTA	0.108	0.105	0.103	0.098	0.102	0.101	0.106	0.103	0.103	0.109	0.106	0.109	0.108	0.107	0.108	0.104	0.106	**0.105**	0.100	4.93%
CATA	0.186	0.207	0.219	0.221	0.216	0.220	0.220	0.222	0.221	0.227	0.231	0.241	0.233	0.249	0.239	0.265	0.250	**0.230**	0.210	9.36%
CCRTA	0.139	0.149	0.159	0.150	0.152	0.159	0.151	0.142	0.151	0.140	0.145	0.144	0.143	0.149	0.149	0.147	0.148	**0.149**	0.150	-1.00%
FRTA	0.116	0.116	0.121	0.125	0.120	0.124	0.122	0.125	0.124	0.118	0.131	0.124	0.124	0.120	0.112	0.099	0.111	**0.120**	0.170	-29.46%
GATRA	0.142	0.138	0.137	0.139	0.138	0.141	0.142	0.152	0.144	0.143	0.136	0.134	0.138	0.134	0.138	0.144	0.139	**0.139**	0.160	-12.81%
LRTA	0.166	0.184	0.193	0.192	0.190	0.193	0.185	0.185	0.188	0.185	0.193	0.187	0.188	0.192	0.199	0.187	0.193	**0.190**	0.180	5.37%
MART	0.145	0.142	0.145	0.148	0.145	0.147	0.142	0.141	0.143	0.146	0.149	0.148	0.147	0.142	0.153	0.147	0.148	**0.146**	0.150	-2.79%
MeVa	0.096	0.092	0.095	0.099	0.095	0.105	0.104	0.103	0.104	0.101	0.101	0.101	0.101	0.101	0.100	0.102	0.101	**0.100**	0.102	-2.04%
MWRTA	0.150	0.143	0.151	0.173	0.156	0.171	0.160	0.196	0.175	0.157	0.159	0.156	0.157	0.155	0.145	0.148	0.149	**0.159**	0.183	-13.09%
NRTA	0.158	0.255	0.281	0.092	0.172	0.366	0.224	0.268	0.275	0.244	0.215	0.225	0.228	0.281	0.303	0.256	0.279	**0.233**	0.210	11.17%
PVTA	0.092	0.090	0.091	0.093	0.092	0.093	0.094	0.096	0.094	0.094	0.097	0.096	0.096	0.095	0.096	0.099	0.097	**0.095**	0.090	5.10%
SRTA	0.128	0.126	0.131	0.129	0.129	0.129	0.126	0.125	0.127	0.133	0.135	0.128	0.132	0.127	0.128	0.132	0.129	**0.129**	0.130	-0.64%
VTA	0.116	0.135	0.138	0.130	0.134	0.113	0.118	0.153	0.126	0.145	0.158	0.161	0.155	0.122	0.146	0.154	0.140	**0.139**	0.140	-0.74%
WRTA	0.140	0.151	0.155	0.146	0.151	0.152	0.154	0.155	0.154	0.158	0.156	0.154	0.156	0.158	0.158	0.155	0.157	**0.154**	0.150	2.83%

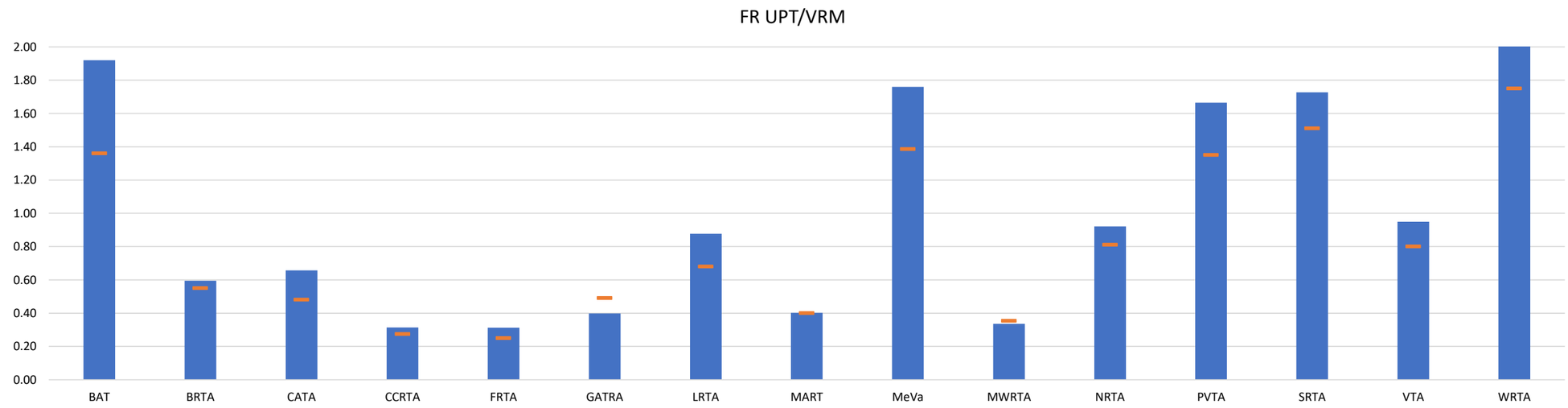
SFY2024 Demand Taxi UPT/VRM | 3 RTAs Reporting																				
RTA	**Baseline**	**Jul**	**Aug**	**Sep**	**Q1**	**Oct**	**Nov**	**Dec**	**Q2**	**Jan**	**Feb**	**Mar**	**Q3**	**Apr**	**May**	**Jun**	**Q4**	**Actual**	**Target**	**Variance**
FRTA	0.137	0.196	0.279	0.213	0.225	0.074	0.119	0.068	0.082	0.054	0	0	0.054	0	0	0	0	**0.101**	0.100	0.65%
MART	0.080	0.075	0.074	0.063	0.070	0.069	0.069	0.068	0.069	0.068	0.068	0.070	0.069	0.068	0.069	0.067	0.068	**0.069**	0.085	-19.20%
WRTA	0.150	0.144	0.153	0.143	0.147	0.146	0.144	0.150	0.147	0.152	0.154	0.146	0.151	0.145	0.152	0.156	0.151	**0.149**	0.150	-0.93%

Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





Fixed route productivity in relation to vehicle revenue miles operated displays 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, attributed to seasonal decreases in ridership due to colder months and inclement weather. Despite these trends, thirteen of the fifteen RTAs exceeded their fixed route targets/ Demand response productivity is more elastic than fixed route, but also more relative as it is dependent on trip length.


FR UPT/VRM
2.00
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1.00
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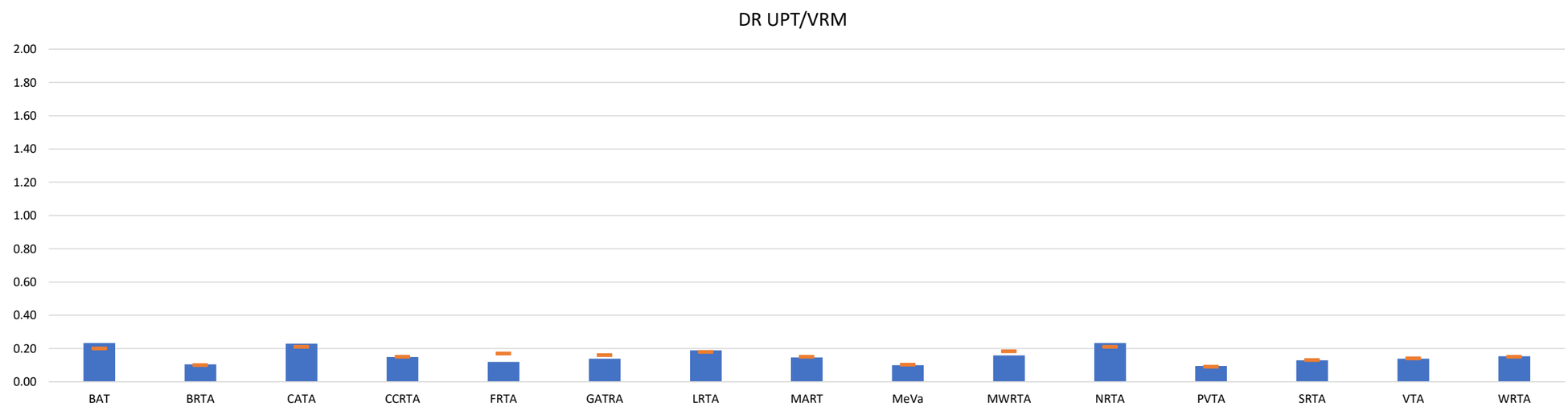
DR UPT/VRM
2.00
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MWRTA
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PVTA
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VTA
WRTA

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. Systems that operate shorter mileage routes in more compact, urban environments typically perform well on a per hour basis. 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**.

SFY2024 Fixed Route UPT/VRH | 15 RTAs Reporting

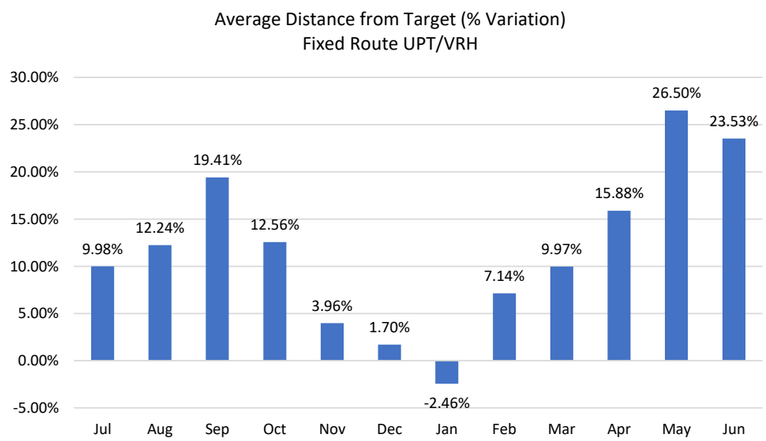
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	15.793	17.691	17.581	17.201	17.484	18.562	15.234	16.141	16.570	18.176	18.672	20.981	19.325	22.659	25.539	26.745	24.883	**19.658**	15.790	24.50%
BRTA	8.220	11.111	11.076	10.704	10.964	11.167	10.852	12.566	11.540	10.263	10.131	10.447	10.280	10.440	11.342	13.063	11.587	**11.087**	10.300	7.64%
CATA	6.145	6.282	6.665	8.499	7.114	7.985	7.563	7.916	7.824	10.310	10.095	9.572	9.973	8.692	10.268	7.788	8.929	**8.330**	6.300	32.23%
CCRTA	5.086	7.468	7.687	5.352	6.975	4.582	5.223	4.391	4.729	4.567	5.014	5.291	4.952	5.607	6.464	7.009	6.404	**5.874**	5.220	12.52%
FRTA	4.062	5.953	7.050	10.531	7.868	10.575	6.466	7.502	8.283	6.625	8.155	7.833	7.550	6.612	8.892	8.070	7.823	**7.871**	6.350	23.96%
GATRA	6.294	8.082	7.526	9.299	8.276	9.576	8.861	7.408	8.549	6.914	7.284	7.562	7.255	7.480	8.127	7.585	7.731	**7.920**	9.270	-14.56%
LRTA	9.307	10.684	10.797	14.127	11.878	15.636	14.213	13.149	14.348	13.586	13.784	14.127	13.835	13.578	15.627	11.428	13.497	**13.400**	10.000	34.00%
MART	5.716	7.302	6.856	6.846	6.988	6.918	7.177	6.954	7.016	7.137	6.989	7.121	7.082	7.388	7.016	6.324	6.834	**6.973**	6.620	5.33%
MeVa	9.279	19.176	21.025	18.949	19.703	19.300	19.350	17.878	18.846	16.042	18.313	18.482	17.605	20.004	21.245	21.088	20.777	**19.219**	15.413	24.70%
MWRTA	2.961	3.481	3.678	4.228	3.822	4.301	4.408	4.294	4.335	4.386	5.193	5.666	5.091	5.729	4.972	4.712	5.150	**4.634**	5.036	-7.98%
NRTA	7.922	11.024	10.219	9.494	10.397	0.711	5.147	3.987	1.200	2.202	2.999	3.324	2.846	8.271	11.273	13.912	12.299	**6.128**	8.720	-29.72%
PVTA	17.648	18.860	18.984	29.090	22.604	28.621	26.182	26.841	27.250	19.171	28.246	26.717	24.605	27.946	25.134	23.000	25.506	**25.109**	20.000	25.55%
SRTA	15.992	16.262	16.319	20.501	17.710	21.144	19.794	19.336	20.119	21.404	22.828	24.181	22.835	24.843	23.147	21.394	23.152	**21.065**	25.720	-18.10%
VTA	12.624	20.184	22.390	17.878	20.311	15.886	9.545	8.413	11.410	8.223	8.626	9.641	8.836	12.797	14.546	17.364	15.444	**15.361**	11.500	33.57%
WRTA	17.959	28.966	27.311	28.470	28.211	28.733	26.959	27.120	27.620	22.933	26.080	26.877	25.273	27.622	30.013	30.043	29.218	**27.571**	21.300	29.44%

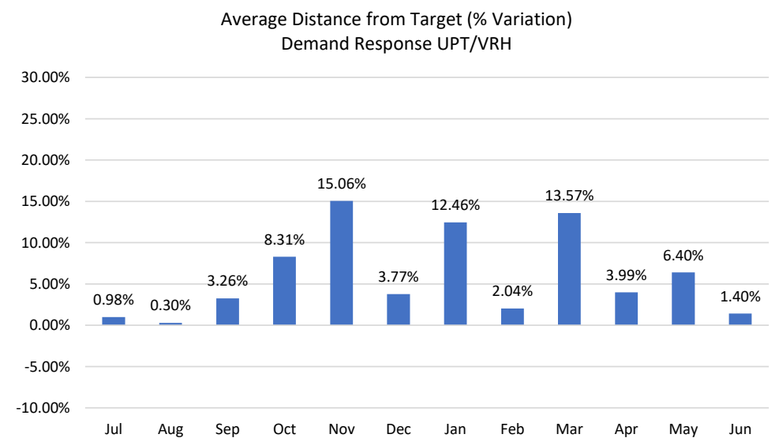
SFY2024 Demand Response UPT/VRH | 15 RTAs Reporting

RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	1.976	2.199	2.311	2.290	2.269	2.233	2.084	2.135	2.151	2.177	2.133	2.023	2.107	2.005	2.178	2.076	2.086	**2.151**	2.110	1.93%
BRTA	1.010	1.307	1.238	1.250	1.264	1.287	1.316	1.404	1.335	1.360	1.395	1.381	1.379	1.358	1.395	1.286	1.346	**1.332**	1.230	8.27%
CATA	2.656	2.991	3.013	3.029	3.012	3.126	3.144	3.247	3.170	3.326	3.488	3.706	3.503	3.662	3.514	3.792	3.650	**3.324**	2.730	21.75%
CCRTA	1.747	1.973	2.067	1.885	1.969	2.059	1.843	1.813	1.903	1.877	1.922	2.047	1.950	2.099	2.070	2.053	2.074	**1.974**	1.850	6.71%
FRTA	1.595	1.859	1.894	1.865	1.873	1.966	2.006	1.730	1.892	1.783	1.894	1.892	1.853	1.824	2.064	1.468	1.770	**1.851**	2.500	-25.96%
GATRA	1.781	1.861	1.802	1.876	1.845	2.041	1.904	1.860	1.934	1.986	1.291	1.658	1.614	1.682	1.828	1.751	1.753	**1.780**	2.270	-21.60%
LRTA	2.205	2.512	2.424	2.815	2.567	2.711	2.725	2.623	2.688	2.544	2.747	2.494	2.585	2.590	2.795	2.710	2.695	**2.633**	2.250	17.00%
MART	2.272	2.217	2.319	2.340	2.295	2.351	2.314	2.266	2.311	2.328	2.257	2.573	2.382	2.344	2.435	2.324	2.370	**2.339**	2.400	-2.52%
MeVa	1.646	1.424	1.497	1.560	1.494	1.697	1.685	1.642	1.676	1.550	1.622	1.663	1.612	1.659	1.697	1.672	1.676	**1.615**	1.736	-6.99%
MWRTA	1.910	1.844	1.807	2.277	1.974	2.178	2.112	2.267	2.185	1.851	2.169	2.194	2.065	1.953	1.803	1.781	1.845	**2.011**	2.328	-13.63%
NRTA	1.481	2.023	2.230	2.157	2.138	2.918	4.845	2.090	2.957	4.026	1.864	3.581	2.938	2.054	2.197	1.434	1.839	**2.329**	1.570	48.34%
PVTA	1.363	1.326	1.352	1.468	1.383	1.497	1.470	1.507	1.491	1.422	1.158	1.427	1.324	1.467	1.449	1.556	1.488	**1.420**	1.400	1.43%
SRTA	2.044	1.940	1.988	2.082	2.003	2.086	1.975	2.028	2.030	2.116	2.081	2.097	2.098	2.095	2.055	2.088	2.079	**2.055**	1.930	6.49%
VTA	1.661	2.344	1.772	1.799	1.956	1.758	1.957	2.079	1.926	2.401	2.312	2.545	2.419	1.961	2.005	2.159	2.043	**2.086**	1.700	22.68%
WRTA	2.122	2.403	2.368	2.354	2.374	2.434	2.413	2.346	2.398	2.377	2.387	2.392	2.386	2.486	2.461	2.406	2.452	**2.403**	2.300	4.48%

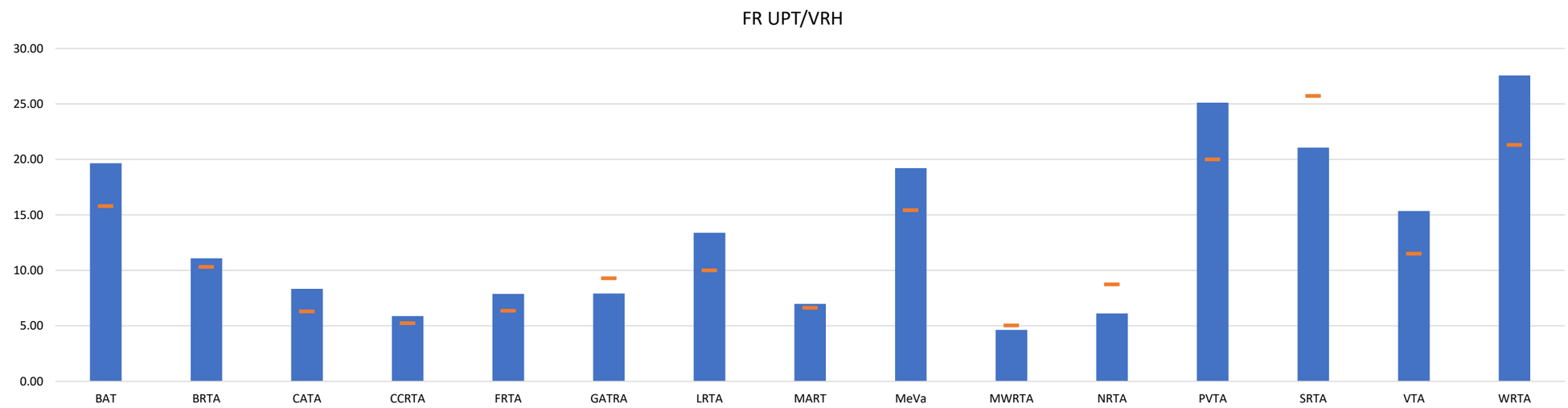
SFY2024 Demand Taxi UPT/VRH | 3 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
FRTA	0.137	0.196	0.279	0.213	0.225	0.074	0.119	0.068	0.082	0.054	0	0	0.054	0	0	0	0	**0.101**	0.100	0.65%
MART	0.080	0.075	0.074	0.063	0.070	0.069	0.069	0.068	0.069	0.068	0.068	0.070	0.069	0.068	0.069	0.067	0.068	**0.069**	0.085	-19.20%
WRTA	2.170	2.228	2.263	2.151	2.211	2.183	2.164	2.154	2.168	2.103	2.165	2.137	2.135	2.144	2.192	2.269	2.197	**2.178**	2.300	-5.32%

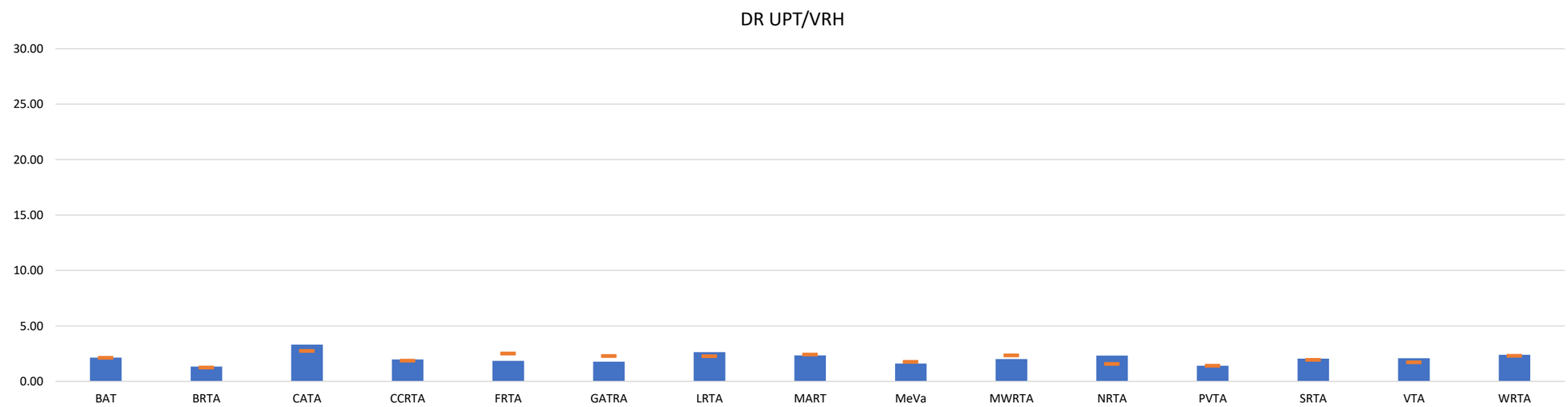
Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





Fixed route productivity in relation to vehicle revenue hours closely mirrored expected trends in overall seasonal ridership. Demand response productivity was, as in recent years, more elastic in its variability than fixed route. The lack of predictable, consistent trip length in terms of both miles and hours is the main driving force behind this variability. Eleven of the fifteen RTAs met or exceeded their fixed route UPT/VRH targets.


FR UPT/VRH
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


DR UPT/VRH
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

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**.

SFY2024 Fixed Route OTP | 15 RTAs Reporting

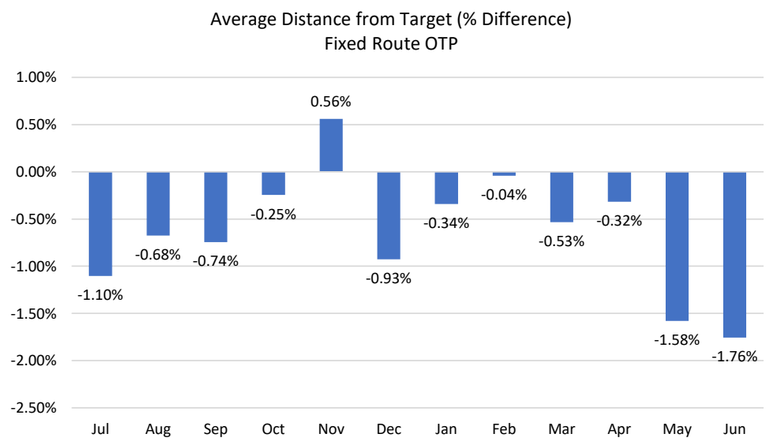
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.75%	99.71%	99.76%	98.41%	99.29%	98.60%	99.29%	98.99%	98.96%	99.86%	99.90%	99.82%	99.86%	99.78%	99.57%	99.51%	99.62%	**99.43%**	98.00%	1.43%
BRTA	80.84%	86.10%	84.60%	84.10%	84.93%	82.90%	85.60%	87.90%	85.47%	86.10%	89.30%	84.40%	86.60%	86.50%	81.90%	85.30%	84.57%	**85.39%**	82.00%	3.39%
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	89.69%	87.40%	85.20%	90.20%	87.60%	87.40%	90.00%	90.20%	89.20%	90.20%	87.40%	90.20%	89.27%	90.20%	91.60%	90.20%	90.67%	**89.18%**	89.70%	-0.52%
FRTA	0.00%	98.58%	98.19%	98.25%	98.34%	97.80%	97.63%	97.44%	97.62%	97.34%	97.54%	97.51%	97.46%	97.47%	96.81%	97.34%	97.21%	**97.66%**	90.00%	7.66%
GATRA	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%	**0.00%**	80.00%	-80.00%
LRTA	87.64%	94.90%	95.10%	89.50%	93.17%	92.00%	93.50%	94.90%	93.47%	93.10%	93.10%	92.80%	93.00%	93.00%	92.70%	89.50%	91.73%	**92.84%**	87.64%	5.20%
MART	0.00%	96.90%	95.80%	94.15%	95.62%	98.25%	98.25%	98.30%	98.27%	98.30%	95.62%	96.88%	96.93%	96.93%	96.98%	97.03%	96.98%	**96.95%**	98.00%	-1.05%
MeVa	78.75%	78.30%	77.40%	75.00%	76.90%	75.40%	76.60%	75.60%	75.87%	77.60%	77.90%	77.30%	77.60%	78.90%	75.30%	74.30%	76.17%	**76.63%**	78.00%	-1.37%
MWRTA	0.00%	97.00%	98.00%	96.00%	97.00%	98.00%	98.00%	98.00%	98.00%	98.00%	97.00%	98.00%	97.67%	97.00%	98.00%	98.00%	97.67%	**97.58%**	97.00%	0.58%
NRTA	97.08%	87.00%	94.00%	99.00%	93.33%	99.00%	94.00%	97.00%	96.67%	96.00%	100.00%	96.00%	97.33%	98.90%	98.00%	94.00%	96.97%	**96.08%**	100.00%	-3.92%
PVTA	75.03%	73.00%	71.00%	65.00%	69.67%	68.00%	71.00%	73.00%	70.67%	71.85%	72.07%	71.90%	71.94%	71.12%	68.27%	69.88%	69.76%	**70.51%**	75.00%	-4.49%
SRTA	84.04%	88.00%	88.00%	86.00%	87.33%	85.80%	87.10%	85.50%	86.13%	90.70%	91.00%	90.00%	90.57%	91.00%	89.00%	90.00%	90.00%	**88.51%**	85.00%	3.51%
VTA	96.50%	76.00%	81.00%	94.00%	83.67%	93.00%	95.00%	90.00%	92.67%	96.00%	98.00%	98.00%	97.33%	97.00%	95.00%	95.00%	95.67%	**92.33%**	87.00%	5.33%
WRTA	79.83%	78.10%	78.10%	75.70%	77.30%	75.20%	75.70%	55.30%	68.73%	54.60%	54.90%	54.50%	54.67%	52.30%	49.90%	51.20%	51.13%	**62.96%**	79.40%	-16.44%

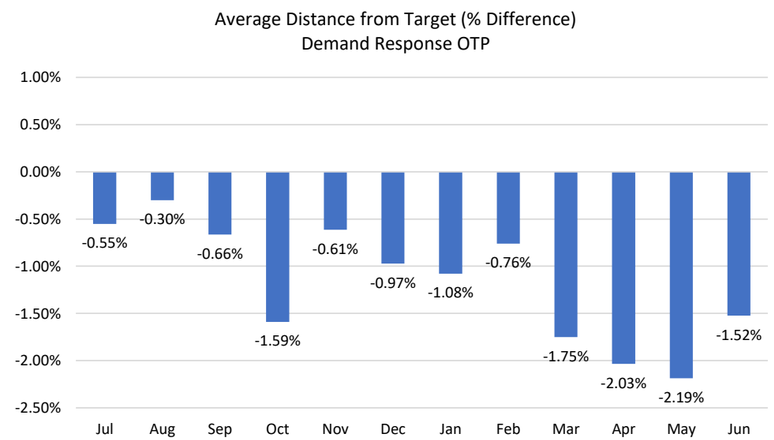
SFY2024 Demand Response OTP | 15 RTAs Reporting

RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	90.09%	90.38%	92.60%	91.38%	91.45%	93.30%	94.40%	94.68%	94.13%	92.20%	92.70%	92.50%	92.47%	91.20%	90.80%	91.50%	91.17%	**92.30%**	88.00%	4.30%
BRTA	94.59%	89.60%	90.20%	89.20%	89.67%	90.90%	94.10%	93.70%	92.90%	90.90%	93.30%	94.40%	92.87%	90.70%	92.40%	88.90%	90.67%	**91.53%**	94.60%	-3.07%
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	93.34%	95.33%	95.82%	97.64%	96.26%	95.20%	96.22%	96.02%	95.81%	96.22%	95.20%	96.50%	95.97%	96.68%	97.89%	95.42%	96.66%	**96.18%**	93.60%	2.58%
FRTA	88.67%	90.18%	93.14%	94.08%	92.47%	92.40%	90.01%	91.37%	91.26%	91.60%	91.00%	88.29%	90.30%	87.62%	87.69%	93.56%	89.62%	**90.91%**	90.00%	0.91%
GATRA	97.58%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	94.07%	96.37%	97.11%	95.85%	95.91%	93.67%	94.30%	94.63%	**47.62%**	90.00%	-42.38%
LRTA	95.39%	96.12%	96.77%	95.77%	96.22%	95.00%	94.39%	95.92%	95.10%	95.99%	94.62%	95.09%	95.23%	94.56%	94.79%	95.94%	95.10%	**95.41%**	95.39%	0.03%
MART	98.79%	96.83%	96.93%	96.52%	96.76%	82.21%	84.18%	83.70%	83.36%	82.06%	82.86%	81.99%	82.30%	82.84%	83.12%	84.03%	83.33%	**86.44%**	98.00%	-11.56%
MeVa	97.50%	96.30%	97.00%	96.00%	96.43%	98.00%	97.00%	97.00%	97.33%	98.00%	98.00%	96.00%	97.33%	96.00%	93.39%	96.30%	95.23%	**96.58%**	94.00%	2.58%
MWRTA	97.10%	99.00%	98.00%	99.00%	98.67%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	99.00%	98.00%	98.00%	98.33%	**98.25%**	97.00%	1.25%
NRTA	99.67%	100.00%	99.40%	99.00%	99.47%	100.00%	99.40%	99.60%	99.67%	99.40%	100.00%	99.80%	99.73%	99.90%	99.90%	99.00%	99.60%	**99.62%**	100.00%	-0.38%
PVTA	95.25%	98.60%	98.00%	94.70%	97.10%	94.40%	95.10%	94.90%	94.80%	96.70%	97.60%	97.80%	97.37%	97.30%	96.70%	96.70%	96.90%	**96.54%**	95.00%	1.54%
SRTA	95.47%	95.00%	96.00%	95.00%	95.33%	94.91%	99.70%	95.67%	96.76%	96.01%	96.46%	96.01%	96.16%	96.00%	95.00%	95.00%	95.33%	**95.90%**	98.00%	-2.10%
VTA	91.48%	80.50%	79.50%	79.00%	79.67%	78.00%	84.50%	80.40%	80.97%	81.40%	82.20%	74.70%	79.43%	74.30%	74.30%	79.90%	76.17%	**79.06%**	90.00%	-10.94%
WRTA	89.17%	88.00%	86.00%	87.00%	87.00%	89.00%	88.00%	89.00%	88.67%	90.00%	91.00%	88.00%	89.67%	89.00%	89.00%	88.00%	88.67%	**88.50%**	90.00%	-1.50%

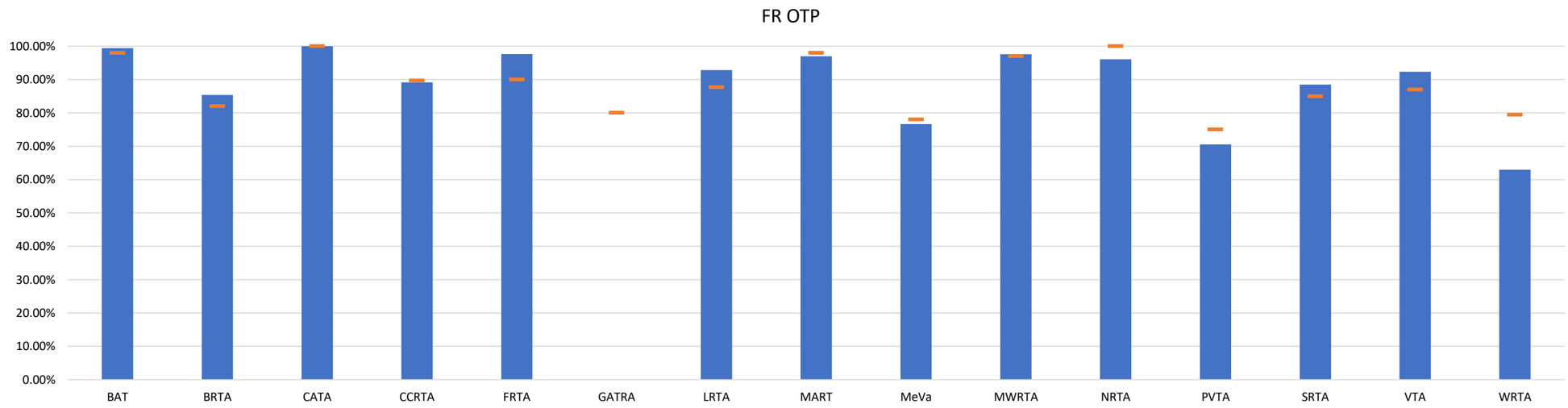
SFY2024 Demand Taxi OTP | 2 RTAs Reporting																				
RTA	**Baseline**	**Jul**	**Aug**	**Sep**	**Q1**	**Oct**	**Nov**	**Dec**	**Q2**	**Jan**	**Feb**	**Mar**	**Q3**	**Apr**	**May**	**Jun**	**Q4**	**Actual**	**Target**	**Variance**
MART	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**100.00%**	100.00%	0.00%
WRTA	84.75%	93.00%	91.00%	87.00%	90.33%	85.00%	84.00%	87.00%	85.33%	87.00%	92.00%	90.00%	89.67%	90.00%	89.00%	88.00%	89.00%	**88.58%**	85.00%	3.58%

Note:. Note: GATRA's Fixed Route AVL system was out of commission for the enterity of FY24 and will resume in FY25. GATRA's Demand Response AVL system was out of commission through Q1 and Q2 but resumed in Q3. FRTA's demand taxi service ended in January 2024 due grant expiration. FRTA contracted with a taxi operated and thus cannot track OTP.





Fixed route and demand response on time performance continued to perform well through SFY2024, with fixed route OTP never dropping more than 2% below the target for a given month and demand response OTP continuing strong performance from last year of not more than 2.2% under the target metric.


FR OTP
100.00%
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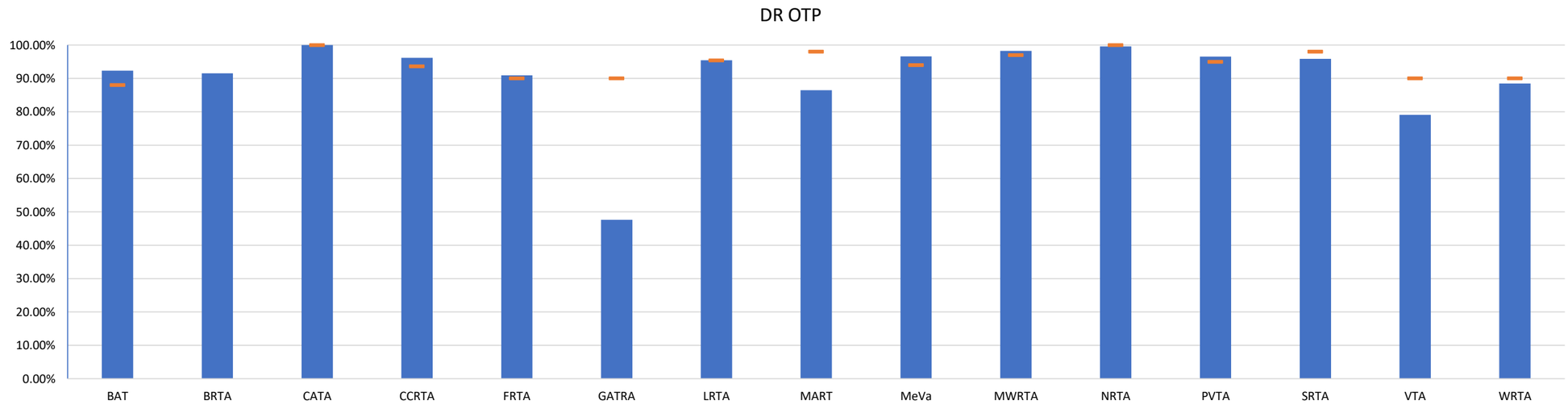
DR OTP
100.00%
90.00%
80.00%
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CCRTA
FRTA
GATRA
LRTA
MART
MeVa
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA

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**.

SFY2024 Fixed Route STO | 15 RTAs Reporting

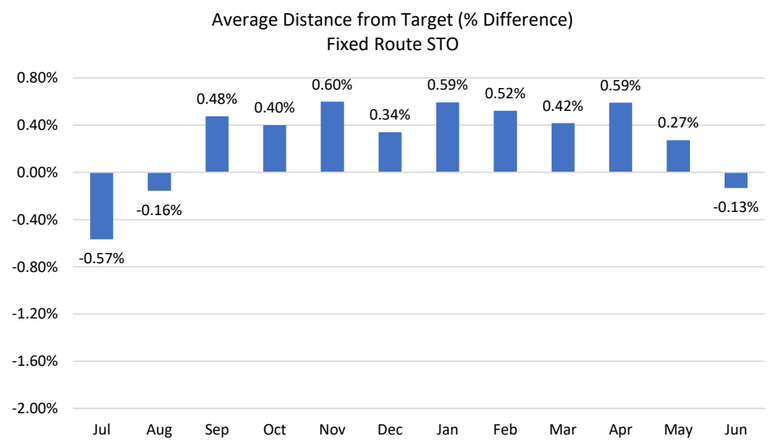
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.98%	99.98%	100.00%	99.98%	99.99%	99.99%	99.98%	99.99%	99.99%	99.98%	100.00%	99.98%	99.99%	100.00%	100.00%	100.00%	100.00%	**99.99%**	99.00%	0.99%
BRTA	99.85%	98.58%	97.39%	97.65%	97.87%	96.08%	96.92%	99.02%	97.34%	98.89%	98.92%	94.49%	97.43%	95.49%	97.72%	99.01%	97.41%	**97.51%**	99.85%	-2.34%
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	80.20%	93.55%	93.55%	93.86%	93.65%	93.83%	93.55%	93.55%	93.64%	93.86%	94.35%	94.26%	94.16%	94.51%	87.60%	85.37%	89.16%	**92.65%**	95.00%	-2.35%
GATRA	98.63%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.49%	100.00%	98.50%	99.98%	99.99%	99.97%	99.98%	**99.62%**	100.00%	-0.38%
LRTA	99.85%	99.99%	99.96%	99.90%	99.95%	99.81%	99.99%	99.90%	99.90%	99.89%	99.97%	99.90%	99.92%	100.00%	100.00%	100.00%	100.00%	**99.94%**	99.85%	0.09%
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	99.46%	99.96%	99.96%	99.90%	99.94%	99.94%	99.95%	99.95%	99.95%	99.96%	99.97%	99.95%	99.96%	99.94%	99.99%	99.93%	99.95%	**99.95%**	99.50%	0.45%
MWRTA	99.00%	98.00%	99.00%	97.00%	98.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	**98.75%**	97.00%	1.75%
NRTA	99.92%	99.00%	100.00%	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	99.89%	99.99%	99.98%	99.73%	99.90%	99.82%	99.70%	99.40%	99.64%	99.98%	99.91%	99.91%	99.93%	99.84%	99.85%	99.86%	99.85%	**99.83%**	100.00%	-0.17%
SRTA	99.49%	99.85%	99.55%	99.57%	99.66%	99.66%	99.70%	98.68%	99.35%	99.79%	99.75%	99.63%	99.72%	99.95%	99.91%	99.92%	99.93%	**99.66%**	99.00%	0.66%
VTA	86.78%	82.00%	85.00%	96.00%	87.67%	95.00%	97.00%	92.00%	94.67%	94.00%	97.00%	96.00%	95.67%	97.00%	97.30%	92.00%	95.43%	**93.36%**	87.00%	6.36%
WRTA	98.75%	95.54%	98.22%	98.50%	97.42%	97.82%	98.15%	98.57%	98.18%	98.50%	98.42%	98.09%	98.34%	98.09%	97.68%	97.89%	97.89%	**97.96%**	98.75%	-0.79%

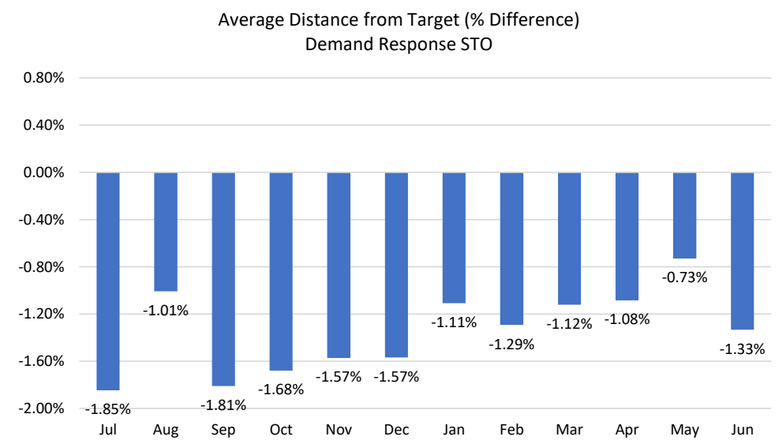
SFY2024 Demand Response STO | 15 RTAs Reporting

RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
BAT	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	94.68%	98.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**99.56%**	99.99%	-0.43%
BRTA	97.58%	98.41%	97.17%	98.35%	97.98%	97.47%	98.13%	98.09%	97.90%	97.97%	98.22%	98.04%	98.08%	98.08%	98.47%	98.06%	98.20%	**98.04%**	97.60%	0.44%
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	90.44%	92.93%	93.41%	83.01%	89.78%	82.05%	92.13%	93.81%	89.33%	95.58%	93.55%	93.35%	94.16%	94.31%	93.33%	95.52%	94.39%	**91.92%**	92.50%	-0.59%
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	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%	100.00%	100.00%	100.00%	**100.00%**	99.98%	0.02%
MART	97.43%	96.70%	96.90%	96.50%	96.70%	96.30%	95.60%	95.70%	95.87%	96.50%	96.60%	96.60%	96.57%	95.80%	96.10%	96.10%	96.00%	**96.28%**	98.00%	-1.72%
MeVa	95.18%	94.18%	94.22%	92.95%	93.78%	93.95%	93.52%	91.15%	92.87%	91.31%	93.05%	94.06%	92.81%	93.37%	96.00%	93.18%	94.18%	**93.41%**	99.60%	-6.19%
MWRTA	99.85%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	100.00%	99.00%	99.33%	99.00%	98.00%	99.00%	98.67%	**99.00%**	97.00%	2.00%
NRTA	99.83%	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%
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	99.66%	99.64%	99.74%	99.85%	99.74%	99.63%	99.60%	99.62%	99.62%	99.60%	99.73%	99.70%	99.68%	99.74%	99.73%	99.70%	99.72%	**99.69%**	99.90%	-0.21%
VTA	98.00%	71.00%	84.00%	82.80%	79.27%	86.00%	78.00%	84.00%	82.67%	83.00%	79.00%	82.00%	81.33%	83.00%	87.00%	78.00%	82.67%	**81.48%**	95.00%	-13.52%
WRTA	100.00%	100.00%	100.00%	99.93%	99.98%	99.96%	100.00%	99.97%	99.98%	99.95%	100.00%	99.98%	99.98%	99.99%	99.99%	99.98%	99.99%	**99.98%**	99.99%	-0.01%

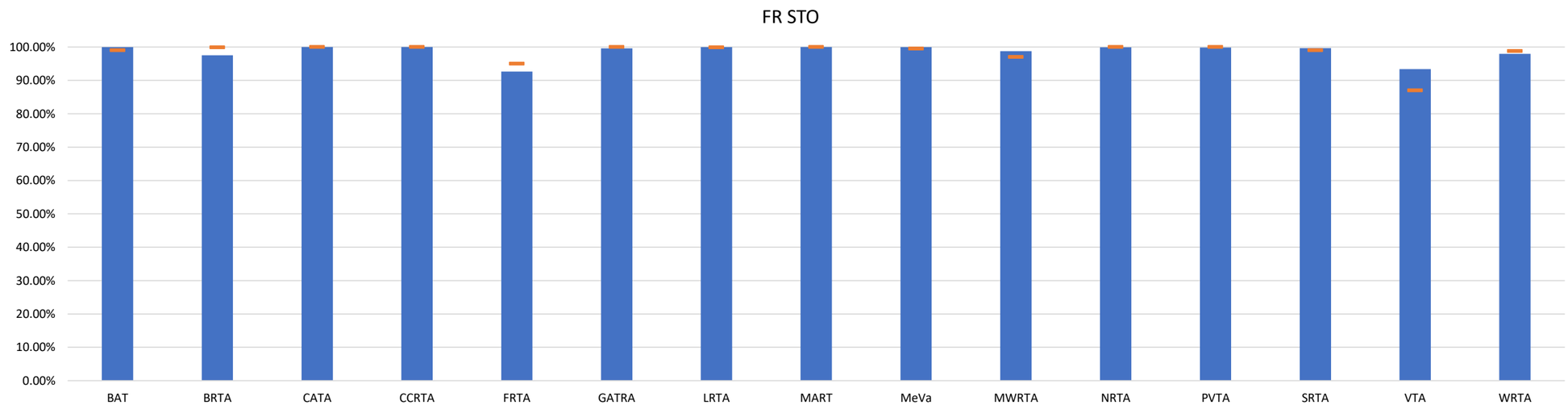
SFY2024 Demand Taxi STO | 3 RTAs Reporting																				
RTA	Baseline	Jul	Aug	Sep	Q1	Oct	Nov	Dec	Q2	Jan	Feb	Mar	Q3	Apr	May	Jun	Q4	Actual	Target	Variance
FRTA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	**58.33%**	100.00%	-41.67%
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%
WRTA	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%**	99.95%	0.05%

Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





For SFY2024, the average percentage of scheduled trips operated for fixed route service consistently exceeded the monthly targets. A majority of RTAs met their annual targets, and those that did not missed their targets by an average of about 1%. Potential reasons for a trip to not run as scheduled include maintenance issues or inclement weather.


FR STO
100.00%
90.00%
80.00%
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60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
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BAT
BRTA
CATA
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GATRA
LRTA
MART
MeVa
MWRTA
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PVTA
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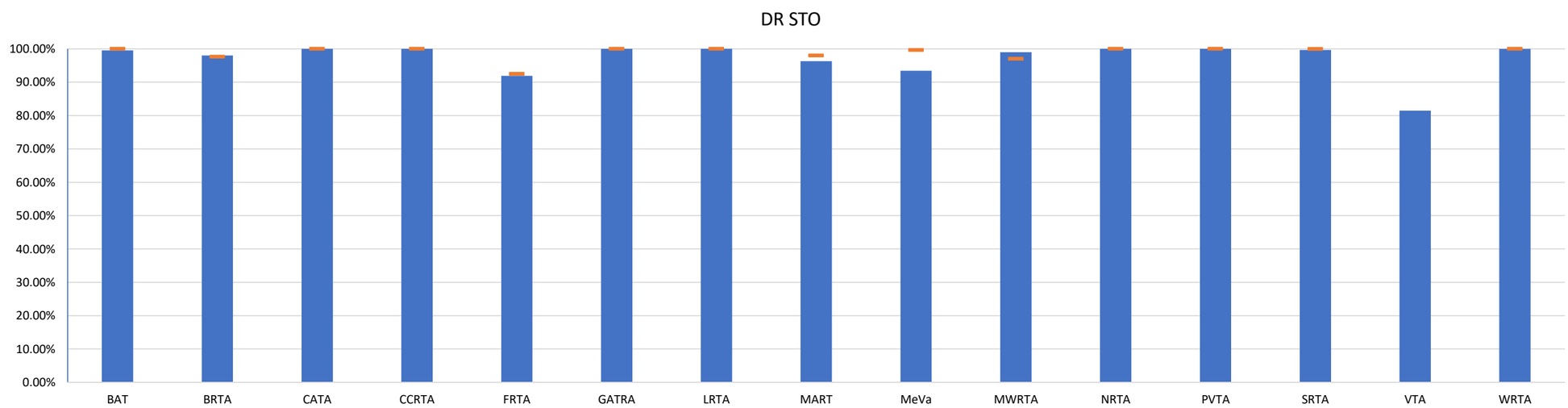
WRTA


DR STO
100.00%
90.00%
80.00%
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BAT
BRTA
CATA
CCRTA
FRTA
GATRA
LRTA
MART
MeVa
MWRTA
NRTA
PVTA
SRTA
VTA
WRTA

Farebox Recovery Ratio (FRR)

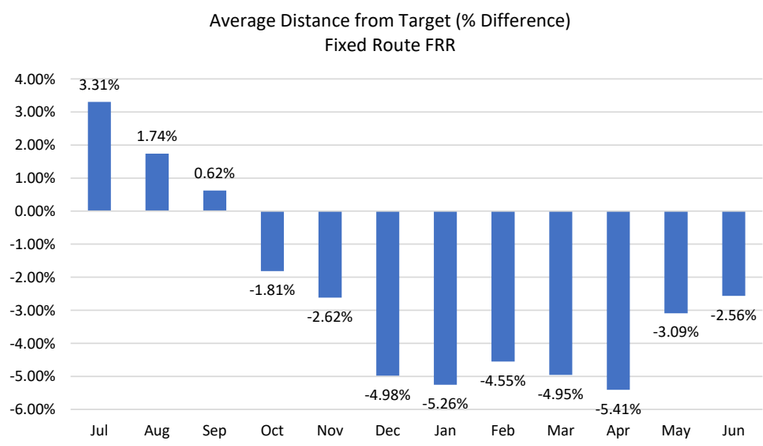
Farebox Recovery Ratio (FRR): This metric relays the proportion of operating expenses that are paid for by fare revenues and is a measure of cost effectiveness. Nearly all transit agencies' farebox recovery ratios are well under 100%, as other revenue streams in addition to fares are used to cover operations 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**.

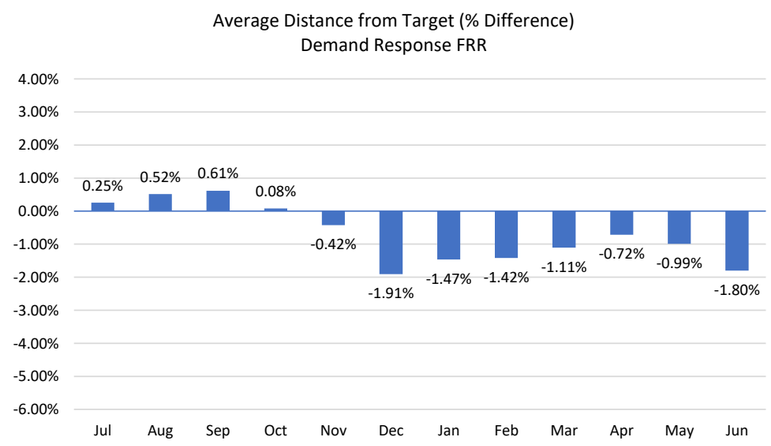
SFY2024 Fixed Route FRR | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	13.39%	**5.70%**	13.42%	-7.72%
BRTA	7.10%	**8.49%**	8.80%	-0.31%
CATA	2.56%	**3.50%**	8.20%	-4.70%
CCRTA	5.91%	**3.42%**	4.85%	-1.44%
FRTA	0.03%	**0.00%**	0.00%	0.00%
GATRA	5.90%	**5.14%**	6.00%	-0.86%
LRTA	8.91%	**11.68%**	9.10%	2.58%
MART	7.44%	**5.91%**	6.40%	-0.49%
MeVa	3.38%	**0.00%**	0.00%	0.00%
MWRTA	0.00%	**2.66%**	4.00%	-1.34%
NRTA	23.22%	**10.24%**	24.12%	-13.88%
PVTA	10.00%	**10.37%**	11.30%	-0.93%
SRTA	8.77%	**4.75%**	8.09%	-3.34%
VTA	29.71%	**24.69%**	29.00%	-4.31%
WRTA	0.00%	**0.00%**	0.00%	0.00%

SFY2024 Demand Response FRR | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	23.76%	**21.64%**	23.87%	-2.23%
BRTA	6.45%	**5.22%**	7.09%	-1.87%
CATA	5.43%	**7.89%**	5.60%	2.29%
CCRTA	5.78%	**6.64%**	7.44%	-0.80%
FRTA	4.08%	**5.75%**	4.25%	1.50%
GATRA	4.13%	**4.50%**	4.25%	0.25%
LRTA	3.55%	**3.10%**	3.57%	-0.47%
MART	20.32%	**19.55%**	20.09%	-0.54%
MeVa	3.76%	**0.00%**	0.00%	0.00%
MWRTA	0.02%	**2.17%**	4.00%	-1.83%
NRTA	0.55%	**0.73%**	2.03%	-1.30%
PVTA	6.84%	**4.39%**	6.80%	-2.41%
SRTA	3.60%	**1.70%**	2.73%	-1.03%
VTA	20.94%	**2.60%**	7.00%	-4.40%
WRTA	0.00%	**0.71%**	0.00%	0.71%

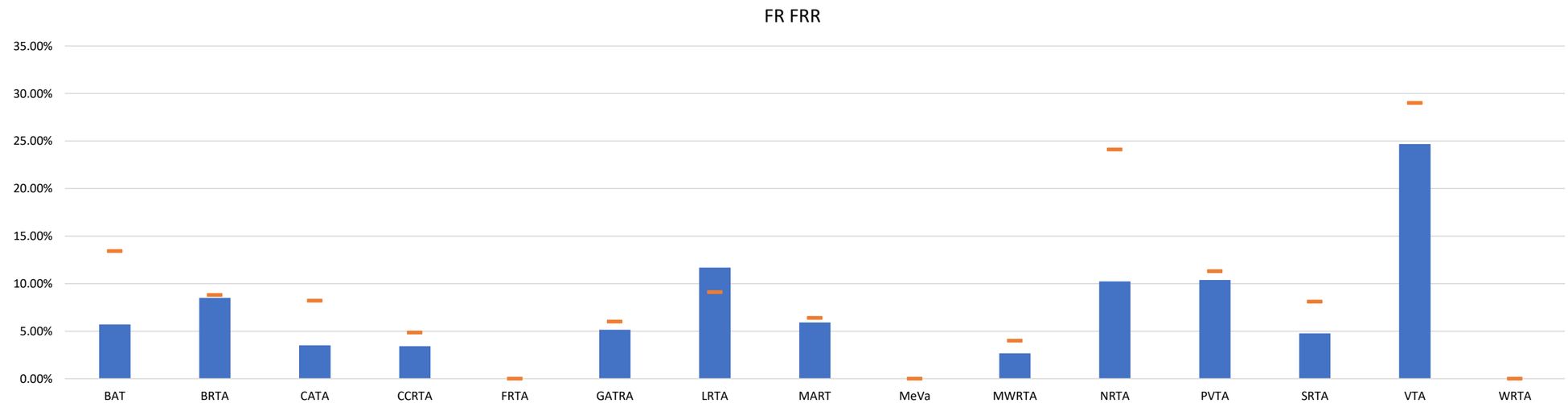
SFY2024 Demand Taxi FRR | 3 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT				
BRTA				
CATA				
CCRTA				
FRTA	1.67%	**7.01%**	1.75%	5.26%
GATRA				
LRTA				
MART	0.68%	**0.54%**	0.78%	-0.24%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA	0.00%	**0.00%**	0.00%	0.00%

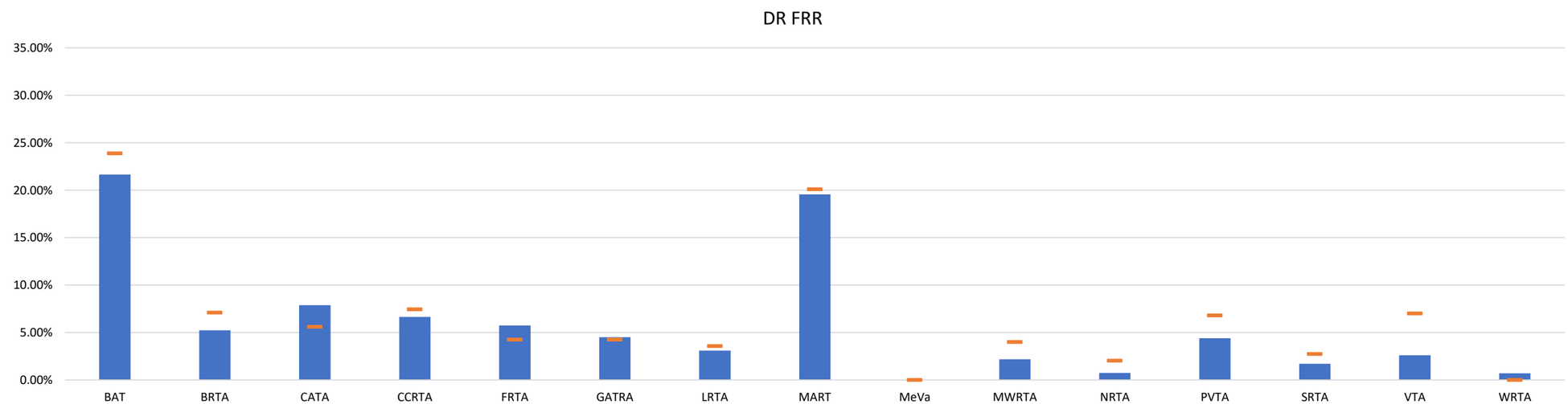
Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





While farebox recovery ratio has been considered a consistent indicator of the financial health of a given system, it is important to note that SFY2024 was the first year of significant increases in state funding to the RTAs to be used to offer expanded fare free service. The drop in FRR in October can be directly attributed to the start of pilot operations and the RTAs subsequently collecting fewer fares. While not all RTAs will offer fare free service year-round or systemwide, the use of this metric to measure financial health is impacted by the expansion of fare free services.





Operating Expenses / Vehicle Revenue Mile (VRM)

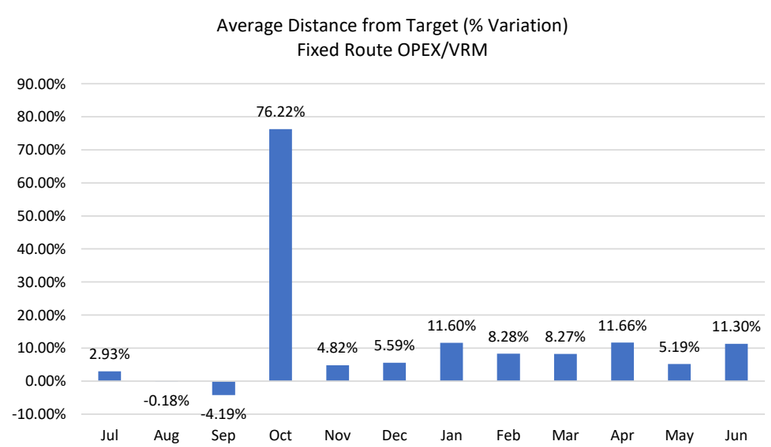
Operating Expense per Vehicle Revenue Mile: This metric is a cost efficiency measure that gives context to operational efficiency on a per mile basis and is calculated by dividing the total number of revenue miles (the total number of miles a vehicle is in revenue service) into the total operating cost for a given mode of operations for a specific agency. Systems that operate longer mileage routes in less dense, rural environments typically perform well on a per mile basis. The actual and target values were compared by calculating the **% difference (variance),** formatted **blue for positive variance** and **green for negative variance**.

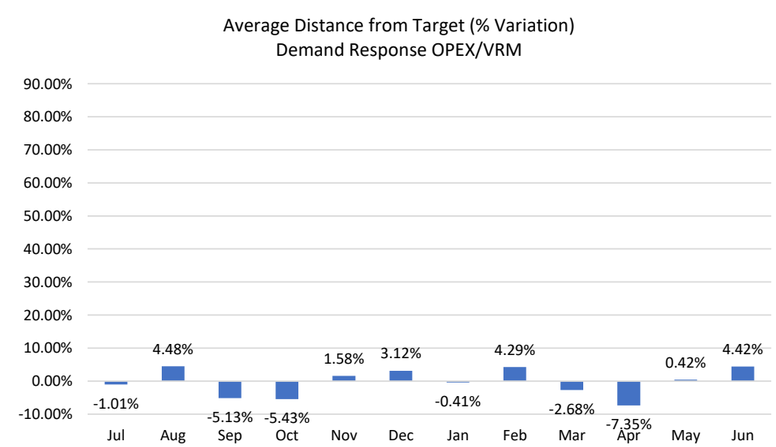
SFY2024 Fixed Route OPEX/VRM | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$10.11	**$11.51**	$11.96	-3.80%
BRTA	$7.64	**$6.71**	$7.58	-11.53%
CATA	$8.11	**$12.85**	$11.20	14.72%
CCRTA	$4.44	**$5.69**	$5.22	9.04%
FRTA	$5.01	**$5.30**	$4.73	12.00%
GATRA	$5.97	**$6.50**	$6.74	-3.51%
LRTA	$7.57	**$9.46**	$8.97	5.50%
MART	$8.44	**$6.98**	$7.39	-5.56%
MeVa	$10.12	**$11.56**	$16.80	-31.21%
MWRTA	$5.52	**$6.67**	$6.51	2.39%
NRTA	$7.52	**$11.37**	$7.84	45.08%
PVTA	$8.45	**$9.40**	$7.90	19.02%
SRTA	$10.22	**$12.24**	$11.21	9.19%
VTA	$5.48	**$6.47**	$6.00	7.79%
WRTA	$11.21	**$12.41**	$12.56	-1.15%

SFY2024 Demand Response OPEX/VRM | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$7.65	**$8.04**	$7.65	5.13%
BRTA	$4.81	**$5.57**	$4.76	17.08%
CATA	$5.24	**$3.61**	$5.40	-33.14%
CCRTA	$6.02	**$6.18**	$6.25	-1.15%
FRTA	$6.35	**$6.64**	$5.99	10.91%
GATRA	$5.93	**$5.60**	$5.18	8.09%
LRTA	$5.03	**$5.81**	$5.60	3.70%
MART	$6.55	**$6.50**	$6.42	1.22%
MeVa	$3.40	**$3.70**	$4.30	-13.86%
MWRTA	$6.92	**$7.56**	$7.88	-3.98%
NRTA	$17.41	**$14.39**	$12.85	12.02%
PVTA	$4.28	**$4.46**	$5.02	-11.20%
SRTA	$8.06	**$8.48**	$10.00	-15.24%
VTA	$8.38	**$8.78**	$8.40	4.55%
WRTA	$8.44	**$8.05**	$7.87	2.26%

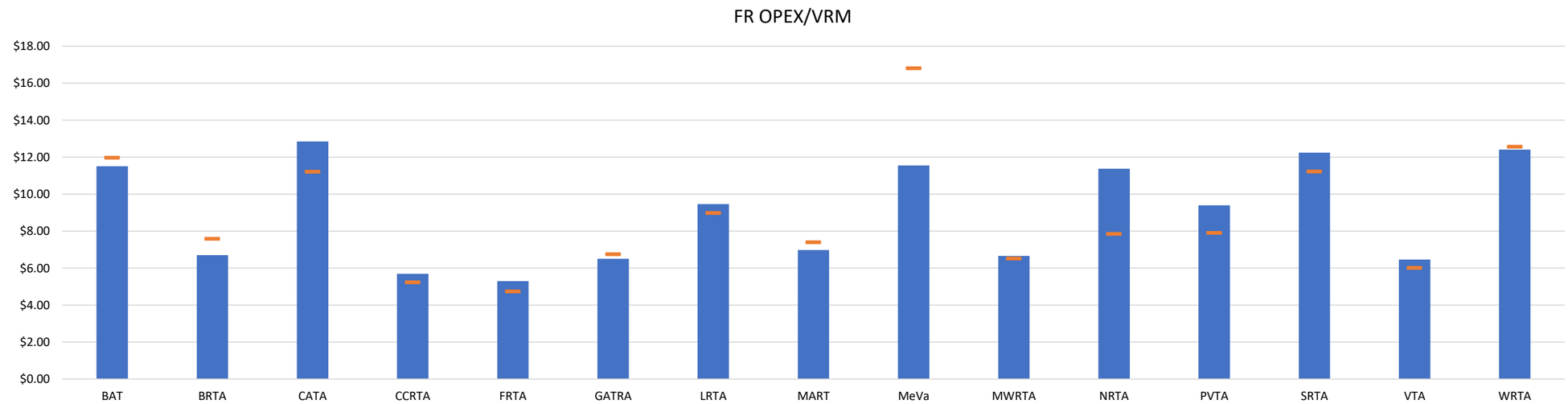
SFY2024 Demand Taxi OPEX/VRM | 3 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT				
BRTA				
CATA				
CCRTA				
FRTA	$9.50	**$5.13**	$8.96	-42.71%
GATRA				
LRTA				
MART	$2.73	**$2.85**	$3.27	-12.72%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA	$2.26	**$2.39**	$2.29	4.25%

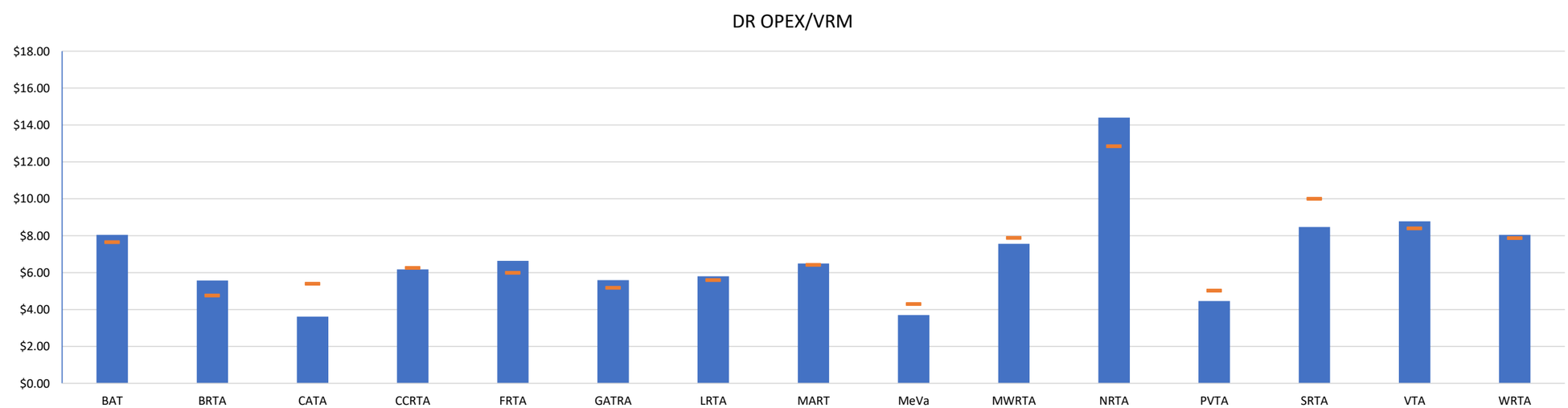
Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





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. Generally, fixed route costs per revenue mile were consistent outside of October's spike. Demand response on the other hand varied more by month to month, but fully half of the year saw demand response services run more efficiently than the targeted metric, despite the variability of trip length.





Operating Expenses / Vehicle Revenue Hour (VRH)

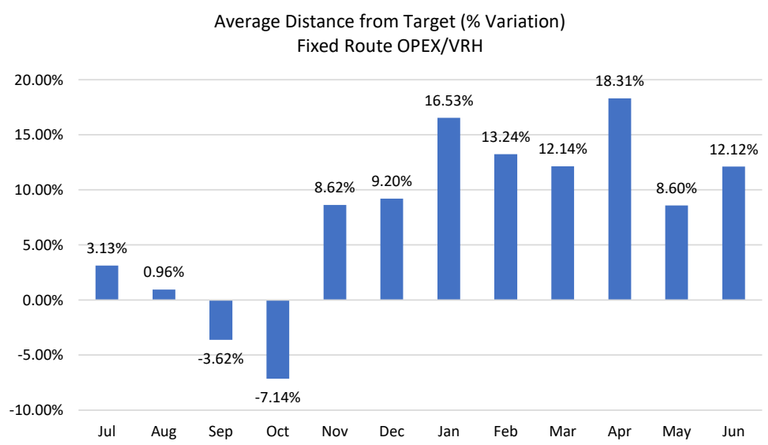
Operating Expense per Vehicle Revenue Hour: This metric is a cost efficiency measure and helps to understand operational efficiency on a per hour basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating cost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

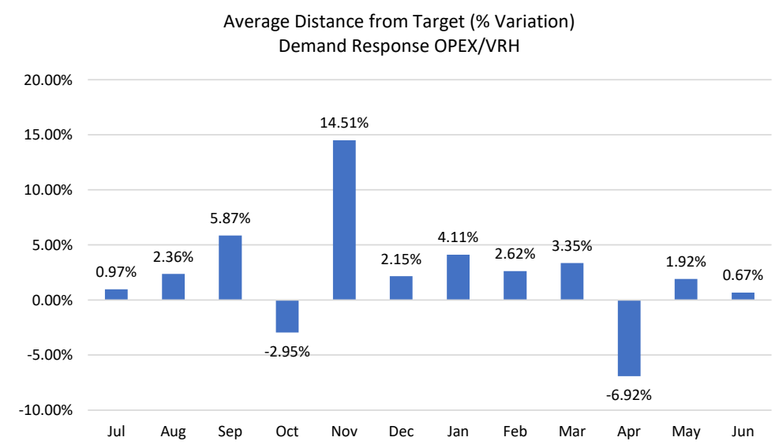
SFY2024 Fixed Route OPEX/VRH | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$131.40	**$117.80**	$131.30	-10.28%
BRTA	$134.39	**$125.11**	$142.44	-12.17%
CATA	$109.28	**$163.01**	$114.10	42.87%
CCRTA	$84.45	**$106.43**	$99.49	6.98%
FRTA	$112.73	**$133.52**	$116.86	14.26%
GATRA	$110.75	**$129.20**	$122.63	5.36%
LRTA	$110.98	**$144.32**	$136.67	5.60%
MART	$133.10	**$121.05**	$128.14	-5.54%
MeVa	$112.06	**$126.23**	$180.32	-30.00%
MWRTA	$77.49	**$91.92**	$92.68	-0.82%
NRTA	$82.38	**$75.69**	$85.00	-10.95%
PVTA	$116.10	**$141.84**	$111.00	27.78%
SRTA	$134.66	**$149.34**	$141.65	5.43%
VTA	$87.98	**$104.70**	$97.00	7.93%
WRTA	$132.68	**$152.18**	$152.83	-0.43%

SFY2024 Demand Response OPEX/VRH | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$68.98	**$74.26**	$78.31	-5.17%
BRTA	$45.67	**$70.73**	$58.77	20.34%
CATA	$74.75	**$52.25**	$77.50	-32.58%
CCRTA	$75.55	**$82.12**	$76.70	7.07%
FRTA	$87.51	**$102.55**	$90.57	13.22%
GATRA	$75.17	**$71.43**	$71.38	0.07%
LRTA	$66.98	**$80.33**	$73.11	9.88%
MART	$102.67	**$104.26**	$104.80	-0.51%
MeVa	$58.28	**$59.72**	$73.13	-18.33%
MWRTA	$88.25	**$95.72**	$100.32	-4.58%
NRTA	$163.18	**$143.60**	$98.79	45.36%
PVTA	$63.34	**$66.92**	$73.76	-9.27%
SRTA	$128.98	**$134.87**	$153.18	-11.96%
VTA	$120.02	**$131.80**	$125.00	5.44%
WRTA	$128.15	**$125.34**	$120.63	3.90%

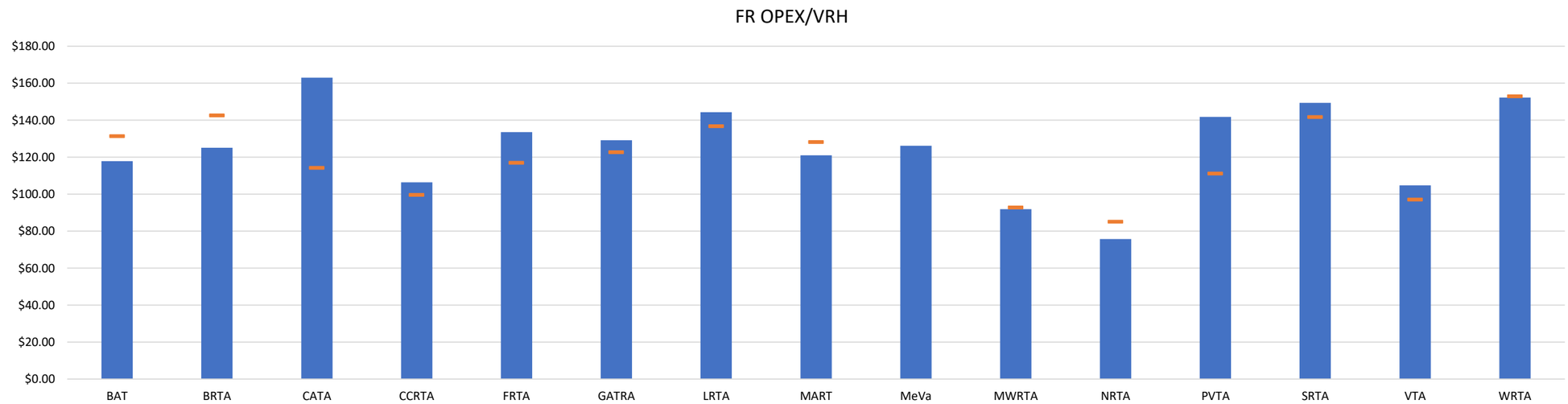
SFY2024 Demand Taxi OPEX/VRH | 3 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT				
BRTA				
CATA				
CCRTA				
FRTA	$322.08	**$212.27**	$333.35	-36.32%
GATRA				
LRTA				
MART	$113.95	**$69.55**	$136.29	-48.97%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA	$32.90	**$34.98**	$33.59	4.16%

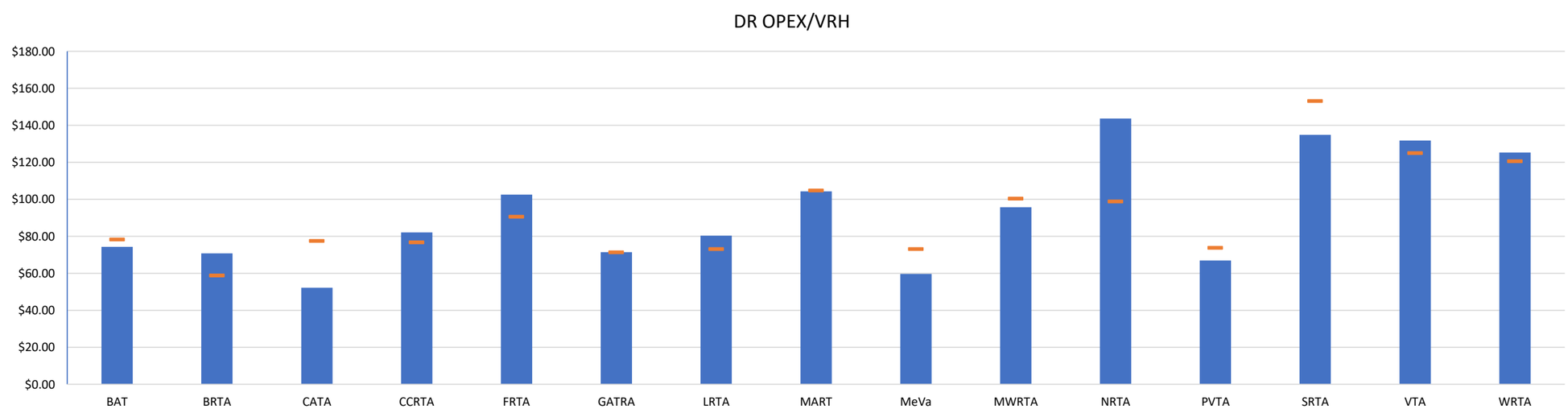
Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





Across both fixed route and demand response service, RTAs had difficulty meeting targets for operating expenses per vehicle revenue hour. With increased funding, RTAs began to run service with extended hours on nights and weekends. New service can take months or sometimes years to fully realize its potential, and while the RTAs saw increased ridership generally, these specific service additions and enhancements likely have not yet reached their full ridership potential.





Operating Expenses / Unlinked Passenger Trips (UPT)

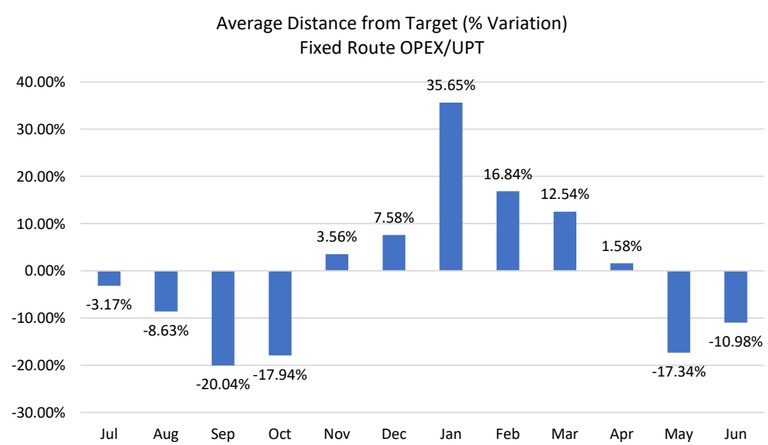
Operating Expense per Unlinked Passenger Trip: This metric is a cost efficiency measure and helps to understand operational efficiency on a per passenger basis and is calculated by dividing the total number of revenue hour (the total number of hours a vehicle is in revenue service) into the total operating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

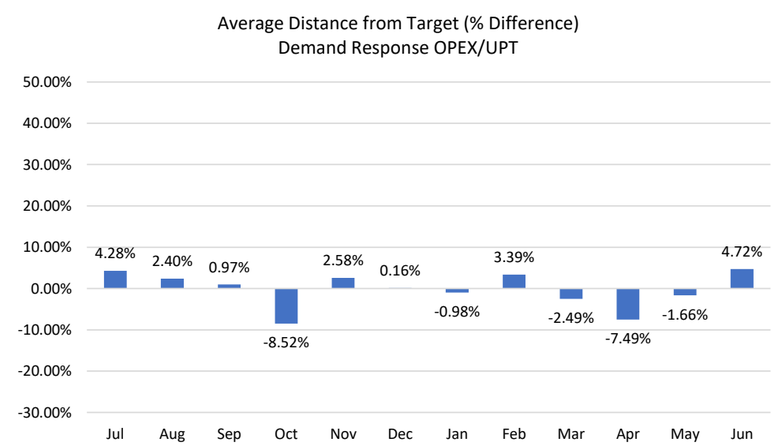
SFY2024 Fixed Route OPEX/UPT | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$8.32	**$5.99**	$7.56	-20.73%
BRTA	$16.35	**$11.28**	$13.82	-18.35%
CATA	$17.78	$19.57	$26.64	-26.54%
CCRTA	$16.60	**$18.12**	$19.06	-4.93%
FRTA	$27.75	**$16.96**	$18.38	-7.71%
GATRA	$17.42	**$16.31**	$13.90	17.36%
LRTA	$11.92	**$10.78**	$12.00	-10.18%
MART	$23.29	**$17.36**	$19.78	-12.24%
MeVa	$12.08	**$6.57**	$12.92	-49.16%
MWRTA	$26.17	**$19.84**	$18.41	7.78%
NRTA	$10.40	**$12.35**	$9.74	26.81%
PVTA	$6.58	**$5.65**	$5.86	-3.55%
SRTA	$8.42	**$7.09**	$7.67	-7.57%
VTA	$6.97	**$6.82**	$10.75	-36.60%
WRTA	$7.39	**$5.52**	$7.15	-22.76%

SFY2024 Demand Response OPEX/UPT | 15 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT	$34.90	**$34.53**	$34.90	-1.06%
BRTA	$45.44	**$53.11**	$47.86	10.97%
CATA	$28.14	**$15.72**	$28.90	-45.61%
CCRTA	$43.23	**$41.60**	$41.46	0.34%
FRTA	$54.88	**$55.40**	$36.22	52.95%
GATRA	$41.32	**$40.14**	$31.48	27.50%
LRTA	$30.37	**$30.41**	$34.42	-11.65%
MART	$45.19	**$44.57**	$46.01	-3.14%
MeVa	$35.40	**$36.98**	$41.99	-11.93%
MWRTA	$46.20	**$47.60**	$43.09	10.48%
NRTA	$110.22	**$61.66**	$62.69	-1.64%
PVTA	$46.48	**$47.13**	$52.63	-10.45%
SRTA	$63.10	**$65.62**	$76.13	-13.81%
VTA	$72.24	**$63.20**	$75.00	-15.74%
WRTA	$60.38	**$52.16**	$51.70	0.89%

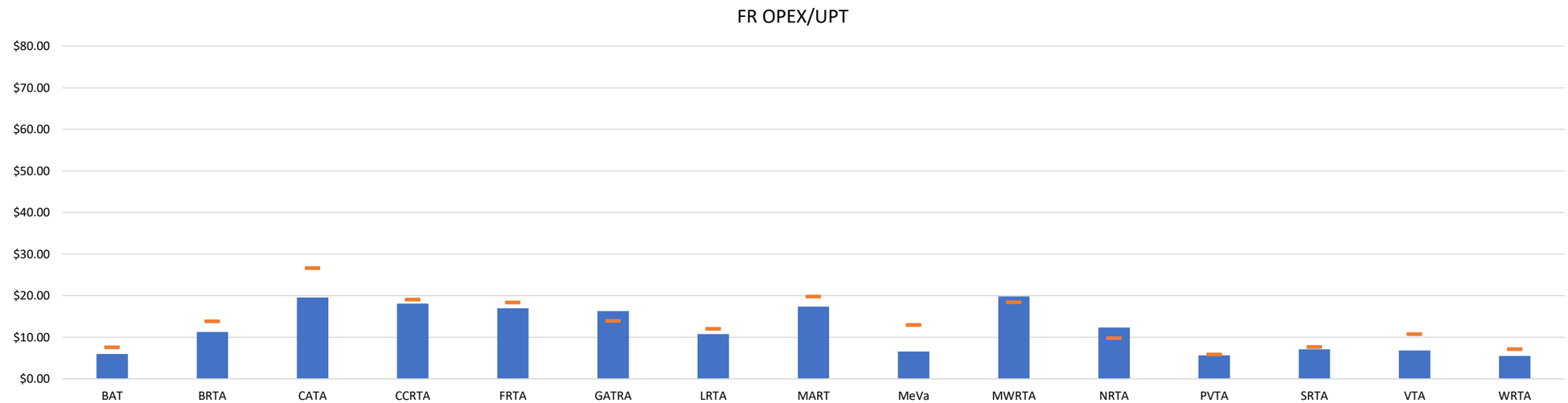
SFY2024 Demand Taxi OPEX/UPT | 3 RTAs Reporting				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
BAT				
BRTA				
CATA				
CCRTA				
FRTA	$69.41	**$51.00**	$45.81	11.33%
GATRA				
LRTA				
MART	$34.09	**$41.34**	$38.27	8.02%
MeVa				
MWRTA				
NRTA				
PVTA				
SRTA				
VTA				
WRTA	$15.17	**$16.07**	$14.67	9.55%

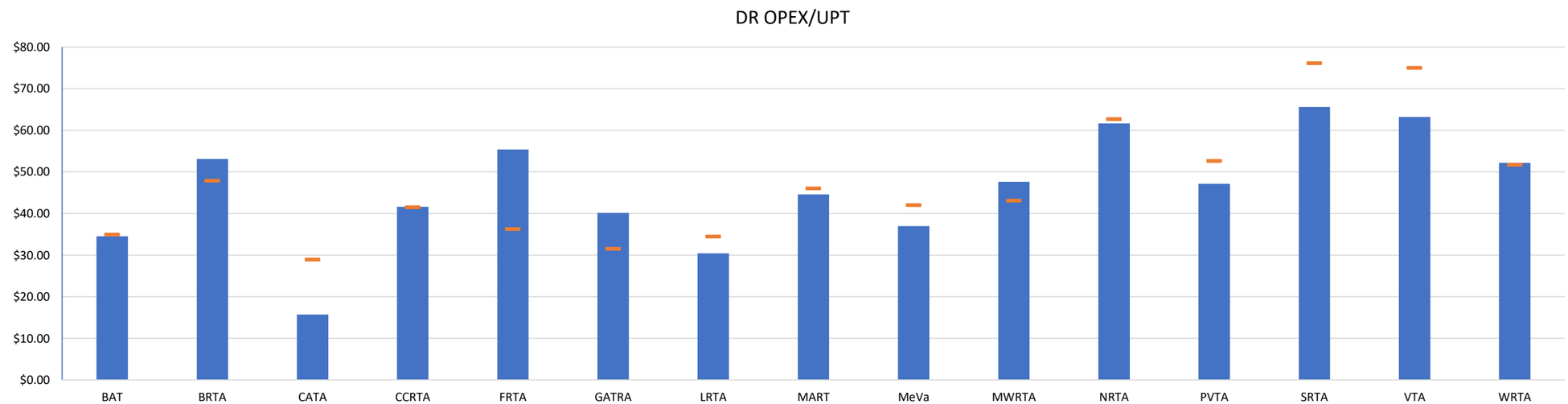
Note: FRTA's demand taxi service ended in January 2024 due grant expiration.





Unlike the previous metric, increased ridership from new and expanded service resulted in more RTAs hitting their targets for operating expenses per unlinked passenger trip with 11 of 15 RTAs meeting or exceeding their target. Fixed route was more impacted by seasonal ridership changes as RTAs kept service on the road despite lower ridership in the winter months, whereas demand response once again showed its consistent variability from month to months.





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.[23] 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 SFY2024 performance, RTAs should prioritize capital replacement of cutaway, bus, and van 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.

Rolling Stock: Bus (BU) | 14 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT	3.00%	**14.29%**	-11.29%
BRTA	11.11%	**9.09%**	2.02%
CATA	30.00%	**18.75%**	11.25%
CCRTA	19.05%	**19.05**	0.00%
FRTA*	0.00%	**0.00%**	0.00%
GATRA	10.00%	**15.62%**	-5.62%
LRTA	0.00%	**0.00%**	0.00%
MART	10.00%	**10.53%**	-0.53%
MeVa	0.00%	**0.00%**	0.00%
MWRTA			
NRTA	36.84%	**45.83%**	-8.99%
PVTA	30.60%	**35.80%**	-5.20%
SRTA	25.00%	**32.81%**	-7.81%
VTA	13.00%	**6.52%**	6.48
WRTA	0.00%	**17.24%**	-17.24%

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.[24]

[23] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)
[24] 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.[25]

Rolling Stock: Cutaway (CU) | 14 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT	25.00%	**25.00%**	0.00%
BRTA	43.75%	**27.59%**	16.16%
CATA	17.00%	**64.71%**	-47.71%
CCRTA	0.00%	**0.00%**	0.00%
FRTA*	0.00%	**14.29%**	-14.29
GATRA	22.00%	**12.24%**	9.76%
LRTA	53.06%	**50.00%**	3.06%
MART	10.00%	**10.34%**	-0.34%
MeVa	0.00%	**0.00%**	0.00%
MWRTA	20.95%	**26.73%**	-5.78
NRTA			
PVTA	27.06%	**88.72%**	-61.66%
SRTA	25.00%	**32.35%**	-7.35%
VTA	60.00%	**57.14%**	2.86%
WRTA	10.71%	**25.45%**	-14.74%

Rolling Stock: Minivan (MV) | 4 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT			
BRTA			
CATA			
CCRTA	11.11%	**0.00%**	11.11%
FRTA*	0.00	**0.00**	0.00
GATRA			
LRTA	100.00%	**50.00%**	50.00%
MART			
MeVa			
MWRTA			
NRTA			
PVTA			
SRTA			
VTA	100.00%	**100.00%**	0.00%
WRTA			

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.[26]

[25] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[26] 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.[27]

Rolling Stock: Van (VN) | 6 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT	8.00%	**28.30%**	-20.30%
BRTA			
CATA			
CCRTA			
FRTA*	23.00%	**78.95%**	-55.95%
GATRA	1.92%	**26.92%**	-25.00%
LRTA			
MART			
MeVa			
MWRTA	0.00%	**0.00%**	0.00%
NRTA	50.00%	**100.00%**	-50.00%
PVTA			
SRTA			
VTA	67.00%	**50.00%**	17.00%
WRTA			

Rolling Stock: Automobile (AO) | 1 RTA Reporting			
RTA	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
BAT			
BRTA			
CATA			
CCRTA			
FRTA*			
GATRA			
LRTA			
MART			
MeVa			
MWRTA	100.00%	**100.00%**	0.00%
NRTA			
PVTA			
SRTA			
VTA			
WRTA			

Automobile (AO): A passenger car up to and including station wagons in size. Excludes minivans and anything larger.[28]

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

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.[29]

Rolling Stock: Articulated Bus (AB) | 1 RTA Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT BRTA CATA CCRTA FRTA* GATRA LRTA MART MeVa MWRTA NRTA PVTA SRTA VTA WRTA	0.00%	**0.00%**	0.00%

Equipment

Equipment: Non-revenue support service vehicles such as automobiles, trucks, or steel wheel vehicles used by supervisors or maintenance staff.[30] On average, RTA support fleets consist of automobiles, trucks, and other rubber tile vehicles. With a few exceptions, most of the reported automobile equipment that is beyond useful life is over 30%. Trucks and other rubber tire vehicle equipment are slightly in a better state of good repair (SGR), though nearly half of this equipment is beyond useful life of over 30%. 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 SFY2024 performance, RTAs should prioritize capital replacement of service automobiles.

[29] Federal Transit Administration Office of Budget and Policy. 2020. *National Transit Database 2020 Policy Manual: Full Reporting.* Pgs. 1-296.
[30] National Transit Database (NTD) Glossary (https://www.transit.dot.gov/ntd/national-transit-database-ntd-glossary)

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.[31]

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.[32]

Equipment: Automobiles | 12 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT	50.00%	**100.00%**	-50.00%
BRTA	100.00%	**100.00%**	0.00%
CATA			
CCRTA	0.00%	**0.00%**	0.00%
FRTA*	100.00%	**100.00%**	0.00%
GATRA	0.00%	**33.33%**	-33.33%
LRTA	50.00%	**50.00%**	0.00%
MART			
MeVa	100.00%	**100.00%**	0.00%
MWRTA			
NRTA	100.00%	**100.00%**	0.00%
PVTA	50.00%	**60.00%**	-10.00%
SRTA	50.00%	**50.00%**	0.00%
VTA	5.00%	**35.71%**	-30.71%
WRTA	50.00%	**50.00%**	0.00%

Equipment: Trucks and Other Rubber Tire Vehicles | 14 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 Performance (%)**	**Difference**
BAT	50.00%	**25.00%**	25.00%
BRTA	75.00%	**84.62%**	-9.62%
CATA	100.00%	**100.00%**	0.00%
CCRTA	11.11%	**0.00%**	11.11%
FRTA*	14.29%	**28.57%**	-14.28%
GATRA	28.57%	**28.57%**	0.00%
LRTA	50.00%	**22.22%**	27.78%
MART	12.00%	**16.13%**	-4.13%
MeVa	7.69%	**0.00%**	7.69%
MWRTA	50.00%	**44.44%**	5.56%
NRTA	50.00%	**50.00%**	0.00%
PVTA	31.50%	**52.27%**	-20.77%
SRTA	50.00%	**35.29%**	14.71%
VTA			
WRTA	50.00%	**62.50%**	-12.50%

Facilities

Facilities: All passenger facilities used in revenue service as well as administrative and maintenance facilities for which the agency has a capital responsibility.[33] 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

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

repair (SGR). With two exceptions, 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.[34]

Facilities: Passenger / Parking Facilities | 11 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 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%

[34] 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 than incidental.[35]

Facilities: Administrative / Maintenance Facilities | 15 RTAs Reporting			
RTA	**SFY2024 Target (%)**	**SFY2024 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*	0.00%	**0.00%**	0.00%
GATRA	0.00%	**0.00%**	0.00%
LRTA	0.00%	**0.00%**	0.00%
MART	0.00%	**14.29%**	-14.29%
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%	**50.00%**	-50.00%
VTA	0.00%	**0.00%**	0.00%
WRTA	0.00%	**0.00%**	0.00%

[35] 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.[36] Fatalities that occur because of illnesses, drug overdoses, or other natural causes are not reportable.[37] With two exceptions, RTAs' CY2023 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	
GATRA	0.00	0.00	0.00%
LRTA	0.00	0.00	0.00%
MART	0.00	0.00	0.00%
MeVa	0.00	1.00	100.00%
MWRTA	0.00	0.00	0.00%
PVTA		1.00	
SRTA	0.00	0.00	0.00%
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**	
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%
PVTA		**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**	
GATRA	0.00	**0.00**	0.00%
LRTA	0.00	**0.00**	0.00%
MART	0.00	**0.00**	0.00%
MeVa	0.00	**0.66**	100.00%
MWRTA		**0.00**	
PVTA		**0.22**	

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**	
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**	
PVTA		**0.00**	

[36] FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)
[37] FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

SRTA	0.00	**0.00**	0.00%
WRTA	0.00	**0.00**	0.00%

SRTA	0.00	**0.00**	0.00%
WRTA	0.00	**0.00**	0.00%

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.[38] For the most part, RTAs' CY2023 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.

CY23 Fixed Route Injuries			
RTA	**Target**	**Actual**	**% Variance**
BAT	10.00	**3.00**	-70.00%
BRTA	4.00	**2.00**	-50.00%
CATA	1.00	**0.00**	-100.00%
CCRTA		**2.00**	
GATRA	3.00	**1.00**	-66.67%
LRTA	2.70	**3.00**	11.11%
MART	5.00	**2.00**	-60.00%
MeVa	4.00	**0.00**	-100.00%
MWRTA	9.00	**1.00**	-88.89%
PVTA		**6.00**	
SRTA	8.00	**1.00**	-87.10%
WRTA	20.00	**3.00**	-85.00%

CY23 Demand Response Injuries			
RTA	**Target**	**Actual**	**% Variance**
BAT	4.00	**0.00**	-100.00%
BRTA	0.00	**0.00**	0.00%
CATA	1.00	**0.00**	-100.00%
CCRTA		**0.00**	
GATRA	2.00	**3.00**	50.00%
LRTA	0.30	**0.00**	-100.00%
MART	4.00	**2.00**	-50.00%
MeVa	0.00	**0.00**	-100.00%
MWRTA	7.00	**0.00**	-100.00%
PVTA		**0.00**	
SRTA	1.00	**0.00**	-100.00%
WRTA	4.00	**1.00**	-75.00%

CY23 Fixed Route Injury Rate (per 1M VRM)			
RTA	**Target**	**Actual**	**% Variance**
BAT	7.60	**2.48**	-67.37%
BRTA	4.20	**2.25**	-46.43%
CATA	0.50	**0.00**	-100.00%
CCRTA		**1.12**	
GATRA	2.60	**0.90**	-65.38%
LRTA	2.80	**3.15**	12.50%
MART	1.67	**2.27**	35.93%
MeVa	0.35	**0.00**	-100.00%
MWRTA		**0.93**	

CY23 Demand Response Injury Rate (per 1M VRM)			
RTA	**Target**	**Actual**	**% Variance**
BAT	5.90	**0.00**	-100.00%
BRTA	0.00	**0.00**	0.00%
CATA	0.50	**0.00**	-100.00%
CCRTA		**0.00**	
GATRA	1.10	**3.05**	177.27%
LRTA	0.60	**0.00**	-100.00%
MART	1.33	**2.21**	66.17%
MeVa	0.00	**0.00**	0.00%
MWRTA		**0.00**	

[38] FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

PVTA		**1.32**	
SRTA	5.20	**0.66**	-87.31%
WRTA	2.10	**1.47**	-30.00%

PVTA		**0.00**	
SRTA	1.90	**0.00**	-100.00%
WRTA	0.80	**2.09**	161.25%

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[39]:

- 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' CY2023 performance was well below the target for reportable safety events.

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

CY23 Fixed Route Safety Events			
RTA	**Target**	**Actual**	**% Variance**
BAT	6.00	**2.00**	-66.67%
BRTA	3.00	**4.00**	33.33%
CATA	2.50	**0.00**	-100.00%
CCRTA		**1.00**	
GATRA	3.00	**1.00**	-66.67%
LRTA	3.70	**3.00**	-18.92%
MART	1.00	**3.00**	200.00%
MeVa	4.00	**2.00**	-50.00%
MWRTA	9.00	**1.00**	-88.89%
PVTA		**6.00**	
SRTA		**1.00**	
WRTA	14.00	**3.00**	-78.57%

CY23 Demand Response Safety Events			
RTA	**Target**	**Actual**	**% Variance**
BAT	4.00	**0.00**	-100.00%
BRTA	0.00	**0.00**	0.00%
CATA	1.50	**0.00**	-100.00%
CCRTA		**0.00**	
GATRA	2.00	**2.00**	0.00%
LRTA	0.30	**0.00**	-100.00%
MART	1.00	**6.00**	500.00%
MeVa	3.00	**0.00**	-100.00%
MWRTA	7.00	**0.00**	-100.00%
PVTA		**0.00**	
SRTA		**0.00**	
WRTA	8.00	**1.00**	-87.50%

CY23 Fixed Route Safety Event Rate (per 1M VRM)			
RTA	**Target**	**Actual**	**% Variance**
BAT	4.60	**1.66**	-63.91%
BRTA	3.20	**4.50**	40.63%
CATA	1.50	**0.00**	-100.00%

CY23 Demand Response Safety Event Rate (per 1M VRM)			
RTA	**Target**	**Actual**	**% Variance**
BAT	5.90	**0.00**	-100.00%
BRTA	0.00	**0.00**	0.00%
CATA	1.00	**0.00**	-100.00%

[39] FTA Office of Budget and Policy. February 2024. National Transit Database: Safety & Security Policy Manual. (https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-02/2024-Safety-and-Security-Policy-Manual_1-0.pdf)

CCRTA		**0.56**	
GATRA	2.60	**0.90**	-65.38%
LRTA	3.80	**3.15**	-17.11%
MART	0.34	**3.41**	902.94%
MeVa	0.35	**1.31**	274.29%
MWRTA		**0.93**	
PVTA		**1.32**	
SRTA		**0.66**	
WRTA	1.50	**1.47**	-2.00%

CCRTA		**0.00**	
GATRA	1.10	**2.03**	84.55%
LRTA	8.30	**0.00**	-100.00%
MART	0.34	**6.62**	1847.06%
MeVa	0.30	**0.00**	-100.00%
MWRTA		**0.00**	
PVTA		**0.00**	
SRTA		**0.00**	
WRTA	1.50	**2.09**	39.33%

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. RTAs' FY2024 performance was well below the target for preventable accidents.

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

SFY2024 Fixed Route Preventable Accidents / 100K VRM				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
FRTA	1.91	**1.01**	1.50	-32.67%
NRTA	0.00	**0.67**	0.00	100.00%
VTA	0.00	**0.00**	3.75	-100.00%

SFY2024 Demand Response Preventable Accident / 100K VRM				
RTA	**Baseline**	**Actual**	**Target**	**Variance**
FRTA	0.44	**0.66**	1.25	-47.20%
NRTA	0.00	**0.00**	0.00	0.00%
VTA	0.00	**0.00**	1.25	-100.00%

Summary & Next Steps

This SFY2024 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 recovery from the COVID-19 pandemic has impacted each in different ways. For the SFY2024-2025 MOU period, RTD recognized that targeting a return to SFY2019 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 11~~Figure 12~~, 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.

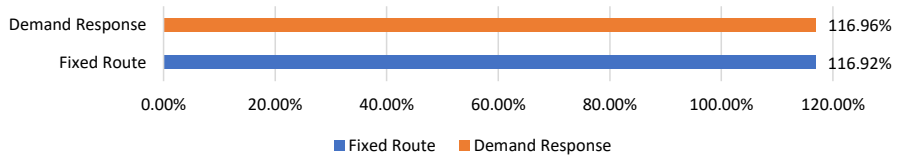


Figure 11~~12~~. Average year-to-date (YTD) distance from the identified target for unlinked passenger trips.

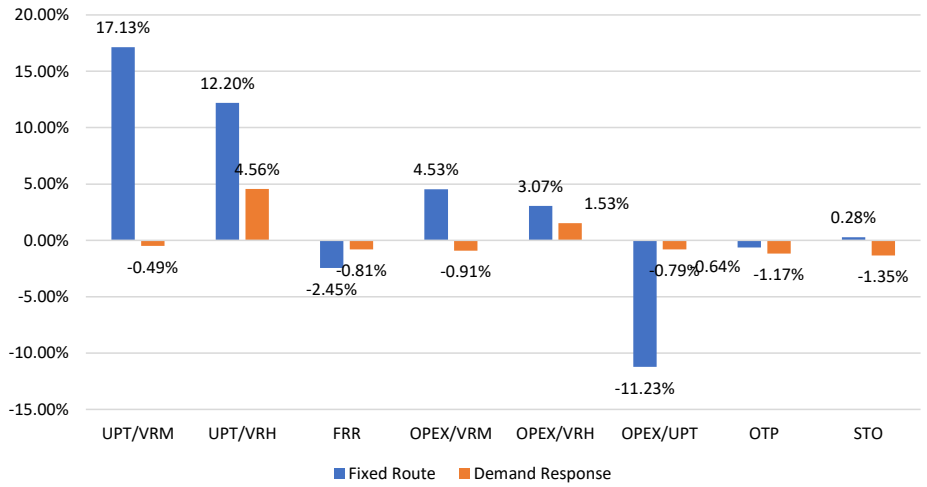


Figure 12~~13~~: Average year-to-date (YTD) distance from the identified target by metric, not including unlinked passenger trips.

In addition to the use of a midpoint baseline, RTD required the RTAs to include a recovery baseline of SFY2019 data used to monitor the RTAs gradual recovery from the pandemic. Analysis of the recovery baselines show that ridership and overall productivity, particularly for fixed route services, are still trending below SFY2019 performance (Figure 13~~Figure 14~~). Farebox recovery also remains lower than FY2019, attributable to fare free opportunities presented by several RTAs.

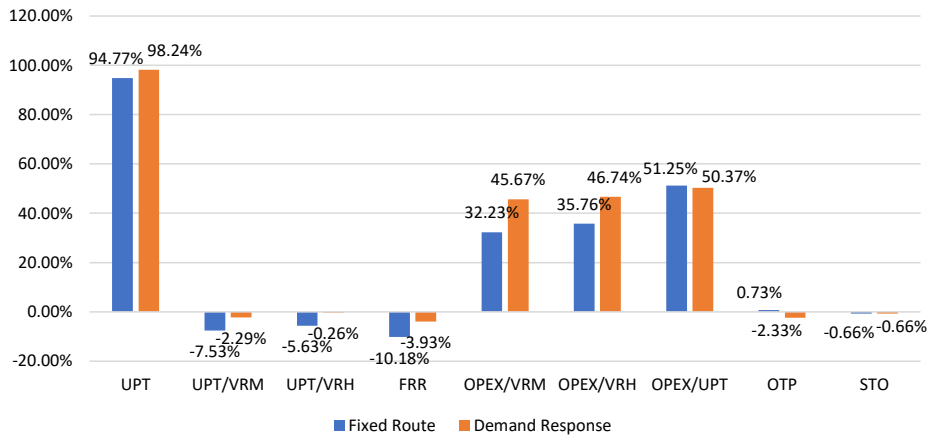


Figure 13~~14~~: Average year-to-date (YTD) distance from the identified recovery baseline (FY2019) by metric.

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

Appendix B – RTA Profiles

Appendix A – RTA Background Information

In Massachusetts, there are 15 RTAs outside of the Greater Boston Area (Figure 14~~Figure 15~~). 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 FY2024, the RTAs supplied 26,986,142 in unlinked passenger trips across all modes.[40]

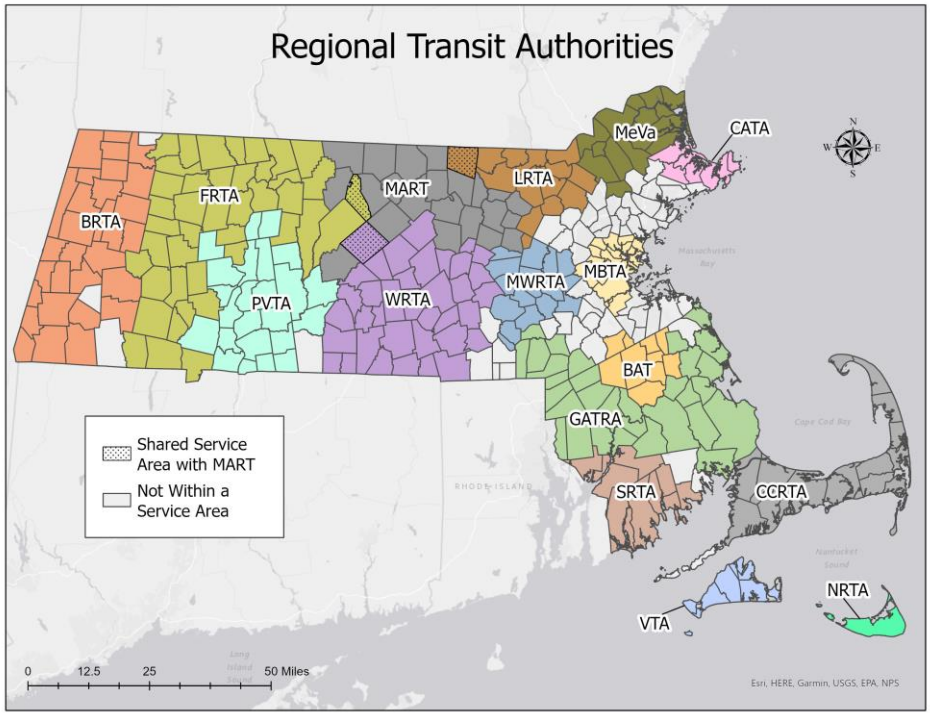


Figure 14~~15~~: Map of the RTAs in Massachusetts, including the Massachusetts Bay Transportation Authority (MBTA) bus system.

The RTAs are funded through five sources of revenue: farebox revenue, own-source revenue (e.g., revenues generated from advertising, parking, etc.), local assessments, and state and Federal funding. The Commonwealth provides the RTAs with operating

[40] GrantsPlus+ Monthly Service Data Reports

funds in the form of State Contract Assistance (SCA), which is passed through the Massachusetts Department of Transportation (MassDOT) (Figure 15~~Figure 16~~). 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, marketing and outreach campaigns, and gather data on local demand for evening and weekend service through pilot programs. This allocation ended in FY2021. The FY2023 budget included $2.5 million to be used on grants for means-tested, discounted or fare-free pilot programs to be administered by the RTAs, and this funding was increased to $15 million in FY2024. In FY2025, the RTAs received an additional $10 million in SCA funding, as well as $30 million for fare free programs, among other grant programs.

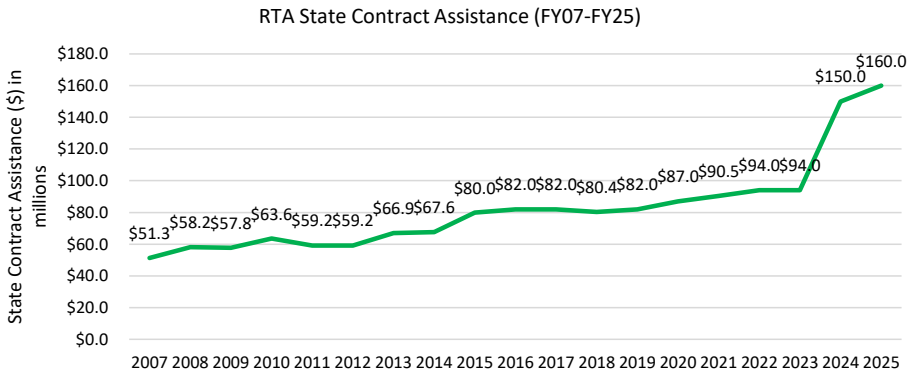


Figure 15~~16~~: Total SCA allocation (in millions) for all RTAs (FY2007-FY2025).

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 for a variety of trip purposes, which speaks to the flexibility they must employ. RTA ridership began to decline in FY2017, mirroring national trends (Figure 16~~Figure 17~~). This trend was exacerbated by the COVID-19 pandemic, but the RTAs have made significant, continued progress in recovering lost ridership in each of the last three fiscal years.

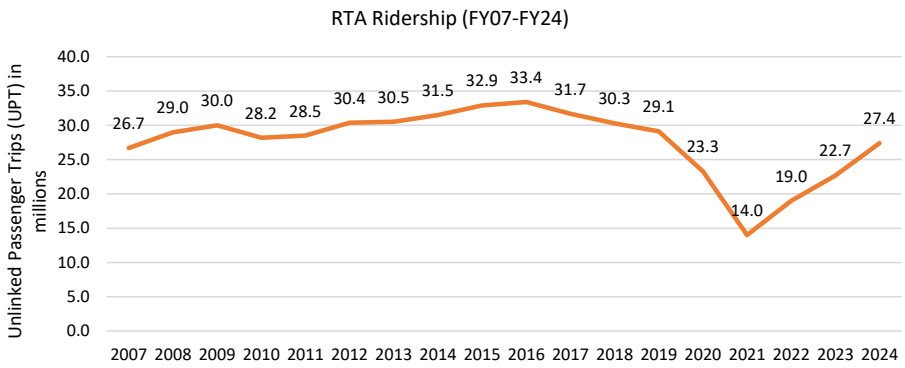


Figure 16~~17~~: Total ridership (in millions) for all RTAs (FY2007-FY2024).

The RTAs' operating budgets are funded through four main sources of revenue: directly generated revenue (farebox and own-source revenue), local assessments, and state and Federal funding (Figure 17~~Figure 18~~). Operating funds (SCA) provided by the Commonwealth are typically used for payroll and administration.

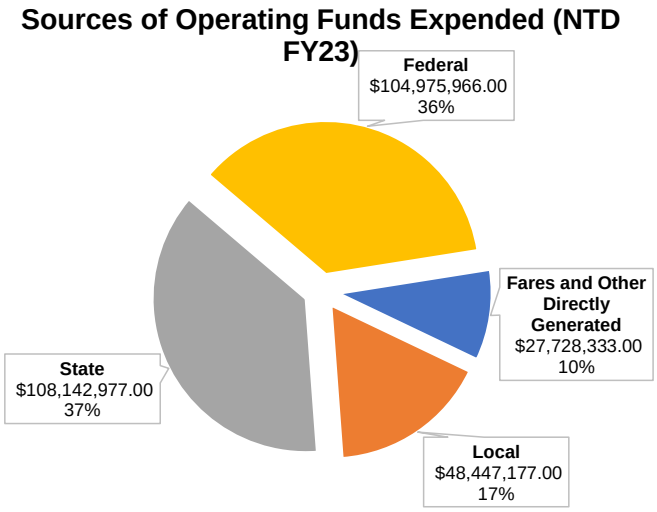


Figure 17~~18~~: Sources of operating funds expended during SFY2023[41]

The RTAs' capital programs are funded through two main sources: state and Federal funds (Figure 18~~Figure 19~~). Capital funds provided by the Commonwealth are primarily programmed to keep RTA fleets in a state of good repair, as well as for

[41] 2023 Funding Sources, National Transit Database ()

various technical assistance support. State capital funding is also traditionally provided as the required 20% local match to leverage an 80% federal match.

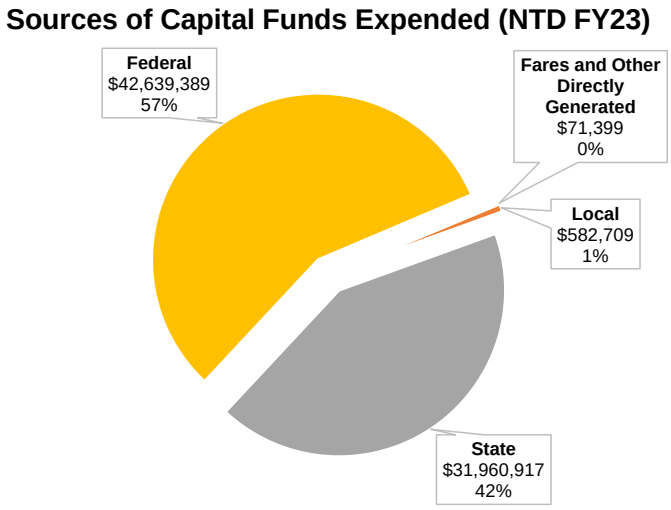


Figure 18~~19~~: Sources of capital funds expended during SFY2023.[42]

[42] 2023 Funding Sources, National Transit Database ()

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 FY2024, 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 FY2024-FY2025 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: 5:30 AM – 11:12 PM Sat: 6:30 AM – 9:25 PM Sun: No Service

Ridership Information (FY2024)	
Fixed Route	**539,225** unlinked passenger trips
Demand Response	**27,840** unlinked passenger trips

Municipalities Served (30)								
Adams	Cheshire	Egremont	Hancock	Lee	Mount Washington	Otis	Richmond	Washington
Alford	Clarksburg	Florida	Hinsdale	Lenox	New Ashford	Peru	Savoy	West Stockbridge
Becket	Dalton	Great Barrington	Lanesborough	Monterey	New Marlborough	Pittsfield	Sheffield	Williamstown
					North Adams		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	419,635	43,466	46,286	43,007	43,106	41,508	49,837	40,999	42,690	43,689	44,664	47,511	52,462	**539,225**	494,400	109.07%
UPT/VRM	0.47	0.60	0.59	0.57	0.59	0.58	0.67	0.55	0.54	0.56	0.56	0.62	0.71	**0.59**	0.55	8.06%
UPT/VRH	8.22	11.11	11.08	10.70	11.17	10.85	12.57	10.26	10.13	10.45	10.44	11.34	13.06	**11.09**	10.30	7.64%
FRR	7.10%	11.00%	12.16%	11.06%	9.89%	7.41%	0.01%	10.00%	9.29%	9.51%	9.65%	11.27%	0.02%	**8.49%**	8.80%	-0.31%
OPEX/VRM	$7.64	$7.21	$5.75	$6.13	$6.84	$6.80	$6.40	$7.62	$6.55	$6.63	$7.61	$6.34	$6.62	**$6.71**	$7.58	-11.53%
OPEX/VRH	$134.39	$134.16	$108.52	$114.68	$128.78	$126.36	$119.57	$142.71	$122.98	$124.10	$142.24	$115.96	$121.81	**$125.11**	$142.44	-12.17%
OPEX/UPT	$16.35	$12.07	$9.80	$10.71	$11.53	$11.64	$9.51	$13.91	$12.14	$11.88	$13.62	$10.22	$9.33	**$11.28**	$13.82	-18.35%
OTP	80.84%	86.10%	84.60%	84.10%	82.90%	85.60%	87.90%	86.10%	89.30%	84.40%	86.50%	81.90%	85.30%	**85.39%**	82.00%	3.39%
STO	99.85%	98.58%	97.39%	97.65%	96.08%	96.92%	99.02%	98.89%	98.92%	94.49%	95.49%	97.72%	99.01%	**97.51%**	99.85%	-2.34%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	15,465	2,109	2,198	2,085	2,199	2,146	2,313	2,359	2,421	2,448	2,453	2,632	2,477	**27,840**	22,500	123.73%
UPT/VRM	0.11	0.11	0.10	0.10	0.10	0.11	0.10	0.11	0.11	0.11	0.11	0.11	0.10	**0.10**	0.10	4.93%
UPT/VRH	1.01	1.31	1.24	1.25	1.29	1.32	1.40	1.36	1.40	1.38	1.36	1.39	1.29	**1.33**	1.23	8.27%
FRR	6.45%	6.57%	6.29%	6.95%	6.78%	3.91%	0.28%	5.55%	6.93%	6.65%	5.69%	7.07%	0.73%	**5.22%**	7.09%	-1.87%
OPEX/VRM	$4.81	$5.37	$5.83	$5.00	$4.94	$6.94	$5.42	$6.42	$5.20	$5.45	$6.29	$4.96	$5.21	**$5.57**	$4.76	17.08%
OPEX/VRH	$45.67	$66.79	$70.09	$63.61	$63.10	$86.11	$74.01	$79.93	$68.64	$69.25	$80.10	$64.00	$64.46	**$70.73**	$58.77	20.34%
OPEX/UPT	$45.44	$51.12	$56.64	$50.88	$49.04	$65.45	$52.70	$58.75	$49.19	$50.15	$58.97	$45.88	$50.12	**$53.11**	$47.86	10.97%
OTP	94.59%	89.60%	90.20%	89.20%	90.90%	94.10%	93.70%	90.90%	93.30%	94.40%	90.70%	92.40%	88.90%	**91.53%**	94.60%	-3.07%
STO	97.58%	98.41%	97.17%	98.35%	97.47%	98.13%	98.09%	97.97%	98.22%	98.04%	98.08%	98.47%	98.06%	**98.04%**	97.60%	0.44%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	11.11%	9.09%	2.02%
Cutaway (CU)	43.75%	27.59%	16.16%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	75.00%	84.62%	-9.62%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	4.00	2.00	-50.00%
Demand Response	0.00	0.00	0.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	4.20	2.25	-46.43%
Demand Response	0.00	0.00	0.00%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.00	4.00	33.33%
Demand Response	0.00	0.00	0.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.20	4.50	40.63%
Demand Response	0.00	0.00	0.00%

Annual Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	32%	0%
CNG	0%	0%
Diesel	26%	0%
Gasoline	42%	100%

External Partnerships	12	14

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 3 community. Discussions continue to expand systemwide.
Target	
Notes	Signs installed in Lee, Great Barrington, and Pittsfield

Free Choice Metric	
Name of Metric	Wheelchair transports on FR vehicles as a percentage of UPT target
Value/Description	0.55%
Target	0.41%
Notes	Exceeded target by 34.15%

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: 4:50 AM – 12:20 AM Sat: 5:05 AM – 11:45 PM Sun: 7:20 AM– 7:40 PM

Ridership Information (FY2024)	
Fixed Route	**2,436,231** unlinked passenger trips
Demand Response	**117,238** 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	1,372,594	149,966	161,918	160,724	179,472	165,589	178,119	195,444	201,997	245,795	259,858	270,942	266,407	2,436,231	1,748,136	139.36%
UPT/VRM	1.21	1.64	1.63	1.64	1.66	1.49	1.63	1.76	1.85	2.58	2.22	2.41	2.53	1.92	1.36	41.18%
UPT/VRH	15.79	17.69	17.58	17.20	18.56	15.23	16.14	18.18	18.67	20.98	22.66	25.54	26.75	19.66	15.79	24.50%
FRR	13.39%	16.52%	16.78%	16.69%	14.92%	11.78%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.70%	13.42%	-7.72%
OPEX/VRM	$10.11	$11.22	$10.68	$10.52	$10.26	$11.11	$10.40	$11.70	$11.36	$19.27	$10.16	$11.23	$11.01	$11.51	$11.96	-3.80%
OPEX/VRH	$131.40	$121.17	$115.43	$110.53	$115.10	$113.64	$103.26	$120.90	$114.42	$156.82	$103.74	$119.14	$116.43	$117.80	$131.30	-10.28%
OPEX/UPT	$8.32	$6.85	$6.57	$6.43	$6.20	$7.46	$6.40	$6.65	$6.13	$7.47	$4.58	$4.66	$4.35	$5.99	$7.56	-20.73%
OTP	99.75%	99.71%	99.76%	98.41%	98.60%	99.29%	98.99%	99.86%	99.90%	99.82%	99.78%	99.57%	99.51%	99.43%	98.00%	1.43%
STO	99.98%	99.98%	100.00%	99.98%	99.99%	99.98%	99.99%	99.98%	100.00%	99.98%	100.00%	100.00%	100.00%	99.99%	99.00%	0.99%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	101,025	8,998	10,212	10,058	10,340	9,435	9,113	9,559	9,234	10,136	10,244	10,862	9,047	117,238	88,051	133.15%
UPT/VRM	0.22	0.23	0.23	0.25	0.24	0.23	0.23	0.23	0.23	0.23	0.23	0.24	0.23	0.23	0.20	16.45%
UPT/VRH	1.98	2.20	2.31	2.29	2.23	2.08	2.14	2.18	2.13	2.02	2.00	2.18	2.08	2.15	2.11	1.93%
FRR	23.76%	24.27%	26.25%	23.55%	22.62%	22.66%	21.28%	20.34%	17.77%	19.38%	19.56%	20.49%	22.56%	21.64%	23.87%	-2.23%
OPEX/VRM	$7.65	$7.91	$7.53	$7.83	$8.57	$8.47	$8.27	$8.67	$8.94	$8.05	$7.98	$7.67	$6.66	$8.04	$7.65	5.13%
OPEX/VRH	$68.98	$76.21	$75.62	$73.00	$80.11	$75.20	$76.63	$80.95	$83.76	$69.99	$70.24	$70.81	$60.24	$74.26	$78.31	-5.17%
OPEX/UPT	$34.90	$34.65	$32.71	$31.88	$35.88	$36.09	$35.89	$37.18	$39.28	$34.60	$35.04	$32.51	$29.02	$34.53	$34.90	-1.06%
OTP	90.09%	90.38%	92.60%	91.38%	93.30%	94.40%	94.68%	92.20%	92.70%	92.50%	91.20%	90.80%	91.50%	92.30%	88.00%	4.30%
STO	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	94.68%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.56%	99.99%	-0.43%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	3.00%	14.29%	-11.29%
Cutaway (CU)	25.00%	25.00%	0.00%
Van (VN)	8.00%	28.30%	-20.30%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	50.00%	100.00%	-50.00%
Trucks/Other Rubber Tires	50.00%	25.00%	25.00%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	10.00	3.00	-70.00%
Demand Response	4.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	7.60	2.48	-67.37%
Demand Response	5.90	0.00	-100.00%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	6.00	2.00	-66.67%
Demand Response	4.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	4.60	1.66	-63.91%
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	Complete
Target	
Notes	BAT is offering microtransit to the town of Rockland. BAT Flex service is now offered Mon-Sat.

Free Choice Metric	
Name of Metric	Increase average daily ridership
Value/Description	10,820
Target	6,200
Notes	The target is equal to June FY23 average daily ridership while the value is that of June FY24 daily ridership.

Cape Ann Transportation Authority (CATA)

Summary Profile

Headquarters:
3 Pond Road
Gloucester, MA 01930

Administrator:
Felicia Webb

Website:
www.canntran.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:50 AM – 6:55 PM Sat: 7:45 AM – 6:12 PM Sun: No Service

Ridership Information (FY2024)	
Fixed Route	**153,511**unlinked passenger trips
Demand Response	**64,704** unlinked passenger trips
Commuter Bus	**558** unlinked passenger trips

Municipalities Served (6)					
Essex	Gloucester	Hamilton	Ipswich	Manchester By the Sea*	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	181,151	11,954	13,117	15,154	14,014	12,743	13,591	13,990	12,790	14,636	13,056	15,443	11,340	161,828	185,679	87.15%
UPT/VRM	0.46	0.59	0.53	0.61	0.62	0.64	0.67	0.79	0.76	0.70	0.72	0.74	0.59	0.66	0.48	36.79%
UPT/VRH	6.14	6.28	6.67	8.50	7.99	7.56	7.92	10.31	10.09	9.57	8.69	10.27	7.79	8.33	6.30	32.23%
FRR	2.56%	3.46%	12.10%	8.32%	2.21%	1.49%	0.06%	3.23%	2.37%	2.83%	2.64%	2.53%	2.50%	3.50%	8.20%	-4.70%
OPEX/VRM	$8.11	$11.48	$10.71	$9.08	$11.52	$14.45	$17.20	$15.21	$14.55	$12.45	$12.21	$12.65	$14.80	$12.85	$11.20	14.72%
OPEX/VRH	$109.28	$121.88	$135.41	$125.97	$148.25	$169.93	$204.30	$198.21	$194.00	$171.09	$147.74	$175.83	$194.84	$163.01	$114.10	42.87%
OPEX/UPT	$17.78	$19.40	$20.32	$14.82	$18.57	$22.47	$25.81	$19.23	$19.22	$17.87	$17.00	$17.12	$25.02	$19.57	$26.64	-26.54%
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	36,402	4,723	5,412	5,119	5,580	5,118	5,221	5,611	5,442	5,914	5,724	5,566	5,274	64,704	37,312	173.41%
UPT/VRM	0.19	0.21	0.22	0.22	0.22	0.22	0.22	0.23	0.23	0.24	0.25	0.24	0.26	0.23	0.21	9.36%
UPT/VRH	2.66	2.99	3.01	3.03	3.13	3.14	3.25	3.33	3.49	3.71	3.66	3.51	3.79	3.32	2.73	21.75%
FRR	5.43%	14.50%	13.68%	15.08%	8.88%	6.26%	3.07%	3.49%	3.71%	3.99%	10.32%	8.91%	6.85%	7.89%	5.60%	2.29%
OPEX/VRM	$5.24	$3.17	$3.51	$3.19	$3.16	$3.91	$4.84	$3.59	$3.35	$3.50	$3.09	$3.57	$4.60	$3.61	$5.40	-33.14%
OPEX/VRH	$74.75	$45.85	$48.19	$43.61	$44.83	$56.00	$70.89	$52.59	$50.57	$53.80	$45.48	$52.43	$65.93	$52.25	$77.50	-32.58%
OPEX/UPT	$28.14	$15.33	$15.99	$14.40	$14.34	$17.81	$21.83	$15.81	$14.50	$14.52	$12.42	$14.92	$17.39	$15.72	$28.90	-45.61%
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	0	0	0	52	52	78	89	88	66	52	47	34	**558**	0	
UPT/VRM	0.00				0.06	0.07	0.10	0.11	0.12	0.08	0.06	0.06	0.04	**0.08**	0.00	
UPT/VRH	0.00				1.86	2.08	3.12	3.18	3.52	2.54	1.86	1.68	1.13	**2.30**	0.00	
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%
OPEX/VRM	$0.00				$3.81	$5.68	$6.83	$5.79	$5.48	$5.82	$5.07	$5.87	$6.51	**$5.65**	$0.00	
OPEX/VRH	$0.00				$111.96	$169.92	$204.28	$165.57	$164.02	$175.73	$145.15	$172.63	$194.84	**$166.83**	$0.00	
OPEX/UPT	$0.00				$60.29	$81.69	$65.47	$52.09	$46.60	$69.23	$78.16	$102.85	$171.92	**$72.65**	$0.00	
OTP	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**91.67%**	0.00%	91.67%
STO	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	**75.00%**	0.00%	75.00%

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
** Manchester by the Sea became a municipality served by CATA in 2025*

Asset Management Performance Metrics

Rolling Stock

Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Bus (BU)	30.00%	18.75%	11.25%
Cutaway (CU)	17.00%	64.71%	-47.71%

Equipment

Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Trucks/Other Rubber Tires	100.00%	100.00%	0.00%

Facilities

Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities

Mode	Target	CY23 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	CY23 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries

Mode	Target	CY23 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	CY23 Actual	% Variance
Fixed Route	0.50	0.00	-100.00%
Demand Response	0.50	0.00	-100.00%

Safety Events

Mode	Target	CY23 Actual	% Variance
Fixed Route	2.50	0.00	-100.00%
Demand Response	1.50	0.00	-100.00%

Safety Event Rate (per 1M VRM)

Mode	Target	CY23 Actual	% Variance
Fixed Route	1.50	0.00	-100.00%
Demand Response	1.00	0.00	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	0%	13%
CNG	0%	0%
Diesel	100%	88%
Gasoline	0%	100%

External Partnerships	Fixed-Route	Demand-Response
	16	16

Free Choice Metric	
Name of Metric	Communications Strategy
Value/Description	CATA has continued our social media communications strategy and new schedule designs; CATA is also working to more frequently provide information on our website
Target	
Notes	

Free Choice Metric	
Name of Metric	Mobile Booking and Payment
Value/Description	CATA applied for and received funding to explore and implement a mobile fare payment system for ADA and DAR customers
Target	Explore platform for online and mobile paratransit booking; Where's My Ride tracking capabilities; and mobile fare payment.
Notes	

Cape Cod Regional Transit Authority (CCRTA)

SUMMARY PROFILE

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

Administrator:

Website:
www.capecodtransit.org

Agency Information	
Year Founded	1976
Service Hours	Fall, Winter, and Spring Service Mon-Sat: 5:45 AM – 10:25 PM Summer Service Sun-Sat: 4:30 AM – 2:40 AM Shoulder Season Summer Shuttle: 6:02 AM - 1:28 AM

Ridership Information (FY2024)	
Fixed Route	**587,716** unlinked passenger trips
Demand Response	**193,365** unlinked passenger trips
Demand Taxi	**2,399** 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	449,598	81,506	85,632	43,877	37,063	38,824	32,245	34,791	35,497	38,888	42,692	52,088	64,613	587,716	471,887	124.55%
UPT/VRM	0.27	0.42	0.43	0.28	0.24	0.27	0.23	0.24	0.26	0.28	0.30	0.34	0.38	0.31	0.27	14.68%
UPT/VRH	5.09	7.47	7.69	5.35	4.58	5.22	4.39	4.57	5.01	5.29	5.61	6.46	7.01	5.87	5.22	12.52%
FRR	5.91%	6.74%	6.78%	6.40%	2.98%	2.14%	1.44%	1.49%	1.26%	2.24%	1.89%	2.55%	3.43%	3.42%	4.85%	-1.44%
OPEX/VRM	$4.44	$5.04	$4.84	$6.33	$5.02	$5.78	$6.46	$6.10	$5.64	$5.71	$5.57	$6.16	$6.12	$5.69	$5.22	9.04%
OPEX/VRH	$84.45	$90.53	$87.38	$119.45	$95.32	$110.19	$123.55	$116.69	$107.19	$108.97	$102.76	$116.28	$113.13	$106.43	$99.49	6.98%
OPEX/UPT	$16.60	$12.12	$11.37	$22.32	$20.80	$21.10	$28.14	$25.55	$21.38	$20.60	$18.33	$17.99	$16.14	$18.12	$19.06	-4.93%
OTP	89.69%	87.40%	85.20%	90.20%	87.40%	90.00%	90.20%	90.20%	87.40%	90.20%	90.20%	91.60%	90.20%	89.18%	89.70%	-0.52%
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	154,109	12,764	14,561	16,026	16,689	16,040	15,183	16,159	15,470	18,005	17,763	18,979	15,726	193,365	162,276	119.16%
UPT/VRM	0.14	0.15	0.16	0.15	0.16	0.15	0.14	0.14	0.15	0.14	0.15	0.15	0.15	0.15	0.15	-1.00%
UPT/VRH	1.75	1.97	2.07	1.88	2.06	1.84	1.81	1.88	1.92	2.05	2.10	2.07	2.05	1.97	1.85	6.71%
FRR	5.78%	7.81%	7.94%	7.86%	8.07%	5.52%	4.67%	5.55%	5.60%	6.20%	7.52%	7.01%	7.32%	6.64%	7.44%	-0.80%
OPEX/VRM	$6.02	$6.81	$6.29	$5.43	$6.03	$7.38	$7.57	$6.93	$5.72	$5.51	$5.44	$5.87	$5.49	$6.18	$6.25	-1.15%
OPEX/VRH	$75.55	$90.18	$81.83	$68.41	$77.83	$90.04	$96.85	$92.62	$75.73	$78.04	$76.45	$81.77	$76.58	$82.12	$76.70	7.07%
OPEX/UPT	$43.23	$45.71	$39.59	$36.29	$37.80	$48.85	$53.42	$49.35	$39.41	$38.13	$36.42	$39.50	$37.30	$41.60	$41.46	0.34%
OTP	93.34%	95.33%	95.82%	97.64%	95.20%	96.22%	96.02%	96.22%	95.20%	96.50%	96.68%	97.89%	95.42%	96.18%	93.60%	2.58%
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%

Demand Taxi - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	0	208	242	240	279	209	203	169	194	172	137	179	167	**2,399**	0	
UPT/VRM	0.00	0.07	0.08	0.06	0.07	0.13	0.13	0.11	0.14	0.12	0.13	0.12	0.12	**0.09**	0.00	
UPT/VRH	0.00	1.72	1.92	1.89	2.33	2.27	2.21	1.86	2.09	1.93	1.90	1.97	1.96	**2.00**	0.00	
FRR	0.00%	0.00%	0.00%	0.00%	0.00%	3.08%	0.00%		0.00%	2.05%	0.99%	3.36%	2.44%	**0.90%**	0.00%	0.90%
OPEX/VRM	$0.00	$4.00	$4.21	$3.33	$3.72	$5.10	$4.52	$0.00	$9.86	$4.40	$4.83	$3.95	$4.14	**$4.12**	$0.00	
OPEX/VRH	$0.00	$103.91	$100.69	$100.20	$123.54	$88.13	$78.08	$0.00	$146.91	$68.60	$70.00	$65.34	$69.95	**$87.41**	$0.00	
OPEX/UPT	$0.00	$60.45	$52.43	$53.02	$53.14	$38.79	$35.38	$0.00	$70.43	$35.49	$36.79	$33.22	$35.60	**$43.69**	$0.00	
OTP	0.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	**99.00%**	0.00%	99.00%
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%**	0.00%	100.00%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	19.05%	19.05%	0.00%
Cutaway (CU)	0.00%	0.00%	0.00%
Minivan (MV)	11.11%	0.00	11.11%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	0.00%	0.00%	0.00%
Trucks/Other Rubber Tires	11.11%	0.00%	11.11%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.00	
Demand Response		0.00	

Fatality Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.00	
Demand Response		0.00	

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		2.00	
Demand Response		0.00	

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		1.12	
Demand Response		0.00	

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		1.00	
Demand Response		0.00	

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.56	
Demand Response		0.00	

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	59%	0%
Gasoline	41%	100%

CRTP Choice Metric	
Name of Metric	CRTP: Plan & Implement at least 5 of the 7 Top Ranked Recommendations in CRTP
Value/Description	The CCRTA continues to make substantial progress in the planning for BEV integration into its transit service.
Target	Work with Hatch to conduct Phase-2 of the Regional Transit Authority migration plan to electric vehicles.

Free Choice Metric		
Name of Metric	Implement Bourne Rail Trail	Operate Buzzards Bay CR Extension
Value/Description	Continue to be engaged with local supporters and apply for grant funding. FTA has allowed the use of federal stimulus for the project.	
Target	Plan for Rail Trail Extension	
Notes		

	Fixed Route	Demand Response	Demand Taxi	Commuter Bus
External Partnerships	22	4	2	1

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: 5:00 AM – 7:30 PM Sat – Sun: 9:30 AM – 5:25 PM

Ridership Information (FY2024)	
Fixed Route	**133,717** unlinked passenger trips
Demand Response	**35,508** unlinked passenger trips
Demand Taxi	**616** unlinked passenger trips

Municipalities Served (42)								
Ashfield	Chester	Deerfield	Greenfield	Leyden	Northfield	Rowe	Southwick	Whatley
Bernardston	Chesterfield	Erving	Hatfield	Middlefield	Orange	Russel	Tolland	Worthington
Blandford	Colrain	Gill	Hawley	Montague	Petersham	Shelburne	Warwick	
Buckland	Conway	Goshen	Heath	Montgomery	Phillipston*	Shutesbury	Wendell	*Also served by MART
Charlemont	Cummington	Granville	Huntington	New Salem	Plainfield	Southampton	Westhampton	

Performance Metrics

Fixed Route - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	56,774	7,501	10,216	14,227	15,620	8,554	9,453	9,626	12,240	12,070	10,335	12,964	10,911	133,717	103,000	129.82%
UPT/VRM	0.18	0.22	0.28	0.44	0.45	0.24	0.30	0.27	0.29	0.30	0.28	0.34	0.36	0.31	0.25	24.92%
UPT/VRH	4.06	5.95	7.05	10.53	10.58	6.47	7.50	6.62	8.15	7.83	6.61	8.89	8.07	7.87	6.35	23.96%
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%	0.00%	0.00%
OPEX/VRM	$5.01	$10.13	$4.55	$4.08	$3.70	$3.40	$5.26	$6.77	$6.16	$5.29	$4.63	$3.81	$6.04	$5.30	$4.73	12.00%
OPEX/VRH	$112.73	$269.13	$114.46	$98.55	$86.70	$92.08	$132.46	$168.17	$171.83	$138.41	$109.51	$99.10	$134.74	$133.52	$116.86	14.26%
OPEX/UPT	$27.75	$45.21	$16.23	$9.36	$8.20	$14.24	$17.66	$25.38	$21.07	$17.67	$16.56	$11.15	$16.70	$16.96	$18.38	-7.71%
OTP	0.00%	98.58%	98.19%	98.25%	97.80%	97.63%	97.44%	97.34%	97.54%	97.51%	97.47%	96.81%	97.34%	97.66%	90.00%	7.66%
STO	80.20%	93.55%	93.55%	93.86%	93.83%	93.55%	93.55%	93.86%	94.35%	94.26%	94.51%	87.60%	85.37%	92.65%	95.00%	-2.35%

Demand Response - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	24,356	2,811	3,062	3,152	3,455	3,441	3,484	2,985	2,813	2,809	2,670	2,630	2,196	35,508	36,500	97.28%
UPT/VRM	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.12	0.13	0.12	0.12	0.11	0.10	0.12	0.17	-29.46%
UPT/VRH	1.59	1.86	1.89	1.87	1.97	2.01	1.73	1.78	1.89	1.89	1.82	2.06	1.47	1.85	2.50	-25.96%
FRR	4.08%	2.03%	8.48%	7.50%	9.31%	5.25%	5.45%	6.88%	7.11%	4.88%	6.38%	5.00%	4.97%	5.75%	4.25%	1.50%
OPEX/VRM	$6.35	$11.05	$6.17	$5.03	$4.91	$7.14	$5.90	$5.04	$6.43	$8.07	$6.34	$7.19	$6.98	$6.64	$5.99	10.91%
OPEX/VRH	$87.51	$177.61	$96.94	$75.24	$77.66	$116.99	$81.64	$76.31	$93.03	$123.32	$96.32	$132.18	$103.42	$102.55	$90.57	13.22%
OPEX/UPT	$54.88	$95.53	$51.19	$40.34	$39.49	$58.31	$47.19	$42.80	$49.11	$65.19	$52.82	$64.03	$70.46	$55.40	$36.22	52.95%
OTP	88.67%	90.18%	93.14%	94.08%	92.40%	90.01%	91.37%	91.60%	91.00%	88.29%	87.62%	87.69%	93.56%	90.91%	90.00%	0.91%
STO	90.44%	92.93%	93.41%	83.01%	82.05%	92.13%	93.81%	95.58%	93.55%	93.35%	94.31%	93.33%	95.52%	91.92%	92.50%	-0.59%

Demand Taxi - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	4,288	44	65	114	125	111	104	53						**616**	3,800	16.21%
UPT/VRM	0.14	0.20	0.28	0.21	0.07	0.12	0.07	0.05						**0.10**	0.10	0.65%
UPT/VRH	4.64	6.29	9.29	6.33	3.13	4.44	2.81	3.79						**4.16**	3.34	24.62%
FRR	1.67%	27.09%	5.79%	3.99%	4.89%	3.18%	11.26%	0.00%						**7.01%**	1.75%	5.26%
OPEX/VRM	$9.50	$10.02	$14.23	$10.87	$3.79	$6.09	$3.47	$2.74						**$5.13**	$8.96	-42.71%
OPEX/VRH	$322.08	$320.57	$473.57	$323.00	$159.38	$226.44	$143.35	$193.07						**$212.27**	$333.35	-36.32%
OPEX/UPT	$69.41	$51.00	$51.00	$51.00	$51.00	$51.00	$51.00	$51.00						**$51.00**	$45.81	11.33%
OTP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						**0.00%**	0.00%	0.00%
STO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						**58.33%**	100.00%	-41.67%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	14.29%	-14.29%
Van (VN)	23.00%	78.95%	-55.95%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	14.29%	28.57%	-14.28%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

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. FRTA's demand taxi service ended in January 2024 due grant expiration.

Safety Performance Metrics

Preventable Accidents / 100K VRM				
Mode	**Baseline**	**Actual**	**Target**	**Variance**
Fixed Route	1.91	**1.01**	1.50	-32.67%
Demand Response	0.44	**0.66**	1.25	-47.20%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	60%	0%
Gasoline	40%	100%

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

	Fixed Route	Demand Response	Demand Taxi	Commuter Bus
External Partnerships	0	6	1	0

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: 5:00 AM – 7:31 PM Sat: 7:25 AM-6:44 PM Sunday service (Oct 15-Feb 4) 8:00 AM-6:19 PM Sunday service (Feb 5-Mar 31) 7:25 AM-6:24 PM

Ridership Information (FY2024)	
Fixed Route	**512,889** unlinked passenger trips
Demand Response	**263,381** unlinked passenger trips

Municipalities Served (30)						
Attleboro	Dighton	Hanover	Marshfield	North Attleboro	Plymouth	Scituate
Bellingham	Duxbury	Halifax	Medway	Norton	Plympton	Seekonk
Berkley	Foxborough	Kingston	Middleborough	Pembroke	Raynham	Taunton
Carver	Franklin	Lakeville	Norfolk	Plainville	Rehoboth	Wareham
		Mansfield				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	383,375	38,714	38,082	42,894	47,067	43,623	42,783	41,599	40,108	46,380	44,827	46,747	40,065	512,889	536,066	95.68%
UPT/VRM	0.34	0.43	0.40	0.50	0.52	0.45	0.37	0.34	0.35	0.37	0.37	0.40	0.37	0.40	0.49	-18.64%
UPT/VRH	6.29	8.08	7.53	9.30	9.58	8.86	7.41	6.91	7.28	7.56	7.48	8.13	7.59	7.92	9.27	-14.56%
FRR	5.90%	4.55%	5.21%	6.65%	6.05%	5.78%	0.87%	3.87%	6.55%	4.23%	6.49%	7.92%	4.67%	5.14%	6.00%	-0.86%
UOPEX/VRM	$5.97	$7.93	$6.78	$6.86	$7.32	$6.75	$5.83	$6.46	$5.91	$7.41	$4.54	$5.72	$7.30	$6.50	$6.74	-3.51%
OPEX/VRH	$110.75	$149.93	$126.91	$127.74	$135.92	$133.74	$117.70	$131.60	$123.96	$150.93	$92.40	$116.48	$149.02	$129.20	$122.63	5.36%
OPEX/UPT	$17.42	$18.55	$16.86	$13.74	$14.19	$15.09	$15.89	$19.04	$17.02	$19.96	$12.35	$14.33	$19.65	$16.31	$13.90	17.36%
OTP	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%	80.00%	-80.00%
STO	98.63%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	95.49%	100.00%	99.98%	99.99%	99.97%	99.62%	100.00%	-0.38%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	214,179	21,636	22,824	21,559	22,551	21,683	21,185	22,270	19,065	22,065	22,467	23,743	22,333	263,381	301,322	87.41%
UPT/VRM	0.14	0.14	0.14	0.14	0.14	0.14	0.15	0.14	0.14	0.13	0.13	0.14	0.14	0.14	0.16	-12.81%
UPT/VRH	1.78	1.86	1.80	1.88	2.04	1.90	1.86	1.99	1.29	1.66	1.68	1.83	1.75	1.78	2.27	-21.60%
FRR	4.13%	4.67%	4.71%	5.61%	5.25%	4.75%	2.93%	3.91%	5.21%	2.82%	6.14%	4.49%	4.13%	4.50%	4.25%	0.25%

Demand Response – Performance Metrics																
OPEX/VRM	$5.93	$5.41	$5.06	$4.96	$5.70	$5.35	$5.88	$5.95	$5.81	$6.46	$4.89	$5.17	$6.68	$5.60	$5.18	8.09%
OPEX/VRH	$75.17	$73.15	$66.70	$67.21	$82.50	$72.00	$72.11	$82.68	$55.25	$79.93	$61.30	$68.32	$81.41	$71.43	$71.38	0.07%
OPEX/UPT	$41.32	$39.31	$37.02	$35.82	$40.42	$37.81	$38.77	$41.63	$42.79	$48.20	$36.45	$37.37	$46.48	$40.14	$31.48	27.50%
OTP	97.58%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	94.07%	96.37%	97.11%	95.91%	93.67%	94.30%	47.62%	90.00%	-42.38%
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%

Notes: GATRA's Fixed Route and Demand Response AVL systems were out of commission during FY2023. Data collection will resume in FY24.

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	10.00%	15.62%	-5.62%
Cutaway (CU)	22.00%	12.24%	9.76%
Van (VN)	1.92%	26.92%	-25.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	0.00%	33.33%	-33.33%
Trucks/Other Rubber Tires	28.57%	28.57%	0.00%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.00	1.00	-66.67%
Demand Response	2.00	3.00	50.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	2.60	0.90	-65.38%
Demand Response	1.10	3.05	177.27%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.00	1.00	-67.67%
Demand Response	2.00	2.00	0.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	2.60	0.90	-65.38%
Demand Response	1.10	2.03	84.55%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	15%	4%
Hybrid	5%	0%
CNG	0%	0%

CRTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Mobile Fare Technology Usage	Mobile Fare Technology Usage
Value/Description	8.00%	74%
Target		

Free Choice Metric	Fixed Route	Demand Response
Name of Metric	Private Funding Partnerships	Private Funding Partnerships
Value/Description	2	3
Target		

Fleet Composition	Fixed Route	Demand Response
Diesel	68%	0%
Gasoline	18%	96%

External Partnerships	3	4

CRTP Choice Metric	Fixed Route	Demand Response
Notes		

Free Choice Metric	Fixed Route	Demand Response
Notes		

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-Fri: 5:45 AM – 7:25 PM Sat: 7:00 AM – 7:00 PM Sun: No Service

Ridership Information (FY2023)	
Fixed Route	**839,581** unlinked passenger trips
Demand Response	**77,999** 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	
					**Also served by MART		

Performance Metrics

Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	703,350	52,458	57,018	72,726	83,920	73,853	68,180	71,665	70,920	76,001	72,056	78,981	61,803	839,581	713,900	117.60%
UPT/VRM	0.63	0.69	0.68	0.93	1.03	0.94	0.87	0.88	0.91	0.93	0.89	1.03	0.76	0.88	0.68	29.03%
UPT/VRH	9.31	10.68	10.80	14.13	15.64	14.21	13.15	13.59	13.78	14.13	13.58	15.63	11.43	13.40	10.00	34.00%
FRR	8.91%	16.87%	7.78%	7.69%	8.50%	7.07%	21.35%	3.85%	6.63%	7.16%	6.23%	7.11%	43.13%	11.68%	9.10%	2.58%
OPEX/VRM	$7.57	$8.64	$9.38	$8.57	$8.65	$9.17	$9.49	$11.24	$9.81	$9.17	$9.23	$11.26	$8.98	$9.46	$8.97	5.50%
OPEX/VRH	$110.98	$133.14	$148.60	$130.05	$131.30	$139.30	$144.17	$173.14	$148.73	$138.96	$141.52	$167.59	$135.62	$144.32	$136.67	5.60%
OPEX/UPT	$11.92	$12.47	$13.77	$9.21	$8.40	$9.80	$10.94	$12.74	$10.79	$9.84	$10.42	$10.83	$11.87	$10.78	$12.00	-10.18%
OTP	87.64%	94.90%	95.10%	89.50%	92.00%	93.50%	94.90%	93.10%	93.10%	92.80%	93.00%	92.70%	89.50%	92.84%	87.64%	5.20%
STO	99.85%	99.99%	99.96%	99.90%	99.81%	99.99%	99.90%	99.89%	99.97%	99.90%	100.00%	100.00%	100.00%	99.94%	99.85%	0.09%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	72,507	6,284	7,445	6,570	6,827	6,620	5,998	5,884	5,853	6,786	6,874	6,853	6,005	77,999	73,595	105.98%
UPT/VRM	0.17	0.18	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.19	0.20	0.19	0.19	0.18	5.37%
UPT/VRH	2.21	2.51	2.42	2.81	2.71	2.73	2.62	2.54	2.75	2.49	2.59	2.79	2.71	2.63	2.25	17.00%
FRR	3.55%	3.01%	2.98%	3.19%	3.47%	3.22%	2.55%	2.68%	3.33%	2.34%	3.95%	3.89%	2.74%	3.10%	3.57%	-0.47%
OPEX/VRM	$5.03	$4.41	$4.56	$7.91	$4.97	$7.01	$6.38	$6.86	$6.09	$6.09	$4.99	$5.38	$5.44	$5.81	$5.60	3.70%
OPEX/VRH	$66.98	$60.27	$57.29	$111.02	$72.14	$100.17	$90.31	$94.18	$86.79	$81.05	$67.41	$75.49	$78.89	$80.33	$73.11	9.88%
OPEX/UPT	$30.37	$24.00	$23.63	$39.44	$25.78	$36.75	$34.43	$37.02	$31.60	$32.22	$26.03	$27.01	$29.10	$30.41	$34.42	-11.65%
OTP	95.39%	96.12%	96.77%	95.77%	95.00%	94.39%	95.92%	95.99%	94.62%	95.09%	94.56%	94.79%	95.94%	95.41%	95.39%	0.03%

STO	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%	99.98%	0.02%

Notes:
Operating expenses do not include maintenance costs.

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	0.00%	0.00%	0.00%
Cutaway (CU)	53.06%	50.00%	3.06%
Minivan (MV)	100.00%	50.00%	50.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	50.50%	50.00%	0.00%
Trucks/Other Rubber Tires	50.00%	22.22%	27.78%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	2.70	3.00	11.11%
Demand Response	0.30	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	2.80	3.15	12.50%
Demand Response	0.60	0.00	-100.00%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.70	3.00	-18.92%
Demand Response	0.30	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	3.80	3.15	-17.11%
Demand Response	8.30	0.00	-100.00%

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	8	11

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric		
Value/Description		
Target		
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 5:15 AM-1:30 AM Fall Sun-Thurs 5:15 AM-1:00 AM Fall Fri-Sat 5:15 AM-1:30 AM Winter and Spring 5:15 AM-11:32 PM

Ridership Information (FY2024)	
Fixed Route	**1,038,650** unlinked passenger trips
Demand Response	**10,157** 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	772,214	194,550	196,110	124,822	69,566	38,086	34,133	33,272	33,082	39,267	49,397	86,027	140,338	1,038,650	800,000	129.83%
UPT/VRM	0.79	1.34	1.49	1.24	0.83	0.58	0.48	0.49	0.50	0.58	0.66	0.91	1.11	0.95	0.80	18.61%
UPT/VRH	12.62	20.18	22.39	17.88	15.89	9.55	8.41	8.22	8.63	9.64	12.80	14.55	17.36	15.36	11.50	33.57%
FRR	29.71%	47.71%	46.22%	34.78%	12.01%	1.25%	14.20%	12.29%	19.56%	14.95%	13.60%	23.04%	38.80%	24.69%	29.00%	-4.31%
OPEX/VRM	$5.48	$4.88	$6.44	$5.09	$7.64	$8.55	$7.12	$8.56	$5.60	$7.31	$8.17	$6.75	$4.84	$6.47	$6.00	7.79%
OPEX/VRH	$87.98	$73.37	$96.72	$73.33	$145.91	$140.08	$123.66	$144.09	$96.94	$122.25	$158.65	$107.85	$75.51	$104.70	$97.00	7.93%
OPEX/UPT	$6.97	$3.64	$4.32	$4.10	$9.18	$14.67	$14.70	$17.52	$11.24	$12.68	$12.40	$7.41	$4.35	$6.82	$10.75	-36.60%
OTP	96.50%	76.00%	81.00%	94.00%	93.00%	95.00%	90.00%	96.00%	98.00%	98.00%	97.00%	95.00%	95.00%	92.33%	87.00%	5.33%
STO	86.78%	82.00%	85.00%	96.00%	95.00%	97.00%	92.00%	94.00%	97.00%	96.00%	97.00%	97.30%	92.00%	93.36%	87.00%	6.36%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	7,976	865	794	700	749	769	811	893	978	1,051	804	834	909	10,157	8,000	126.96%
UPT/VRM	0.12	0.14	0.14	0.13	0.11	0.12	0.15	0.15	0.16	0.16	0.12	0.15	0.15	0.14	0.14	-0.74%
UPT/VRH	1.66	2.34	1.77	1.80	1.76	1.96	2.08	2.40	2.31	2.54	1.96	2.00	2.16	2.09	1.70	22.68%
FRR	20.94%	2.15%	3.17%	2.66%	2.50%	2.72%	3.14%	2.47%	3.07%	2.01%	3.35%	2.32%	2.20%	2.60%	7.00%	-4.40%
OPEX/VRM	$8.38	$7.61	$11.59	$9.97	$9.52	$7.14	$8.33	$8.90	$7.52	$10.02	$4.67	$11.55	$9.37	$8.78	$8.40	4.55%
OPEX/VRH	$120.02	$131.74	$149.35	$138.59	$147.76	$118.22	$113.35	$147.08	$110.33	$158.38	$75.04	$158.32	$131.62	$131.80	$125.00	5.44%
OPEX/UPT	$72.24	$56.20	$84.27	$77.02	$84.04	$60.42	$54.51	$61.27	$47.72	$62.24	$38.27	$78.97	$60.96	$63.20	$75.00	-15.74%

OTP	91.48%	80.50%	79.50%	79.00%	78.00%	84.50%	80.40%	81.40%	82.20%	74.70%	74.30%	74.30%	79.90%	79.06%	90.00%	-10.94%
STO	98.00%	71.00%	84.00%	82.80%	86.00%	78.00%	84.00%	83.00%	79.00%	82.00%	83.00%	87.00%	78.00%	81.48%	95.00%	-13.52%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	13.00%	6.52%	6.48%
Cutaway (CU)	60.00%	57.14%	2.86%
Minivan (MV)	100.00%	100.00%	0.00%
Van (VN)	67.00%	50.00%	17.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	5.00%	35.71%	-30.71%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 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**	3.75	-100.00%
Demand Response	0.00	**0.00**	1.25	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	65%	
Hybrid		
CNG		
Diesel	28%	
Gasoline	7%	100%

External Partnerships	31	3

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	
Name of Metric 1	Promote Off-Season Service
Value/Description	Try Transit Fare Free Service
Target	
Notes	VTA conducted its FY24 Try Transit Fare Free Pilot Program during the winter off season.

Merrimack Valley Regional Transit Authority (MEVA)

Summary Profile

Headquarters:
85 Railroad Avenue
Haverhill, MA 01835

Administrator:
Noah Berger

Website:
www.mvrta.comwww.mvrta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 5:00 AM – 9:45 PM Sat: 7:00 AM – 7:00 PM Sun: 9:00 AM – 5:45 PM

Ridership Information (FY2024)	
Fixed Route	2,848,699 unlinked passenger trips
Demand Response	100,889 unlinked passenger trips

Municipalities Served (16)							
Amesbury	Boxford	Groveland	Lawrence	Methuen	Newburyport	North Reading	Salisbury
Andover	Georgetown	Haverhill	Merrimac	Newbury	North Andover	Rowley	West Newbury

Performance Metrics

Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,198,037	191,553	230,618	231,803	240,997	236,789	218,899	211,196	231,364	244,958	263,078	284,624	262,820	2,848,699	1,958,307	145.47%
UPT/VRM	0.84	1.75	1.92	1.77	1.80	1.81	1.67	1.45	1.66	1.67	1.81	1.92	1.90	1.76	1.38	27.04%
UPT/VRH	9.28	19.18	21.02	18.95	19.30	19.35	17.88	16.04	18.31	18.48	20.00	21.25	21.09	19.22	15.41	24.70%
FRR	3.38%	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	$10.12	$12.64	$13.66	$10.15	$10.57	$13.59	$12.07	$11.28	$13.07	$10.06	$10.01	$11.55	$10.74	$11.56	$16.80	-31.21%
OPEX/VRH	$112.06	$138.25	$149.30	$108.68	$113.03	$145.44	$129.14	$124.65	$144.56	$111.28	$110.66	$127.62	$118.95	$126.23	$180.32	-30.00%
OPEX/UPT	$12.08	$7.21	$7.10	$5.74	$5.86	$7.52	$7.22	$7.77	$7.89	$6.02	$5.53	$6.01	$5.64	$6.57	$12.92	-49.16%
OTP	78.75%	78.30%	77.40%	75.00%	75.40%	76.60%	75.60%	77.60%	77.90%	77.30%	78.90%	75.30%	74.30%	76.63%	78.00%	-1.37%
STO	99.46%	99.96%	99.96%	99.90%	99.94%	99.95%	99.95%	99.96%	99.97%	99.95%	99.94%	99.99%	99.93%	99.95%	99.50%	0.45%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	62,767	6,857	8,212	7,778	8,837	8,662	7,867	8,323	8,461	9,142	9,169	9,412	8,169	100,889	90,723	111.21%
UPT/VRM	0.10	0.09	0.09	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	0.10	-2.04%
UPT/VRH	1.65	1.42	1.50	1.56	1.70	1.69	1.64	1.55	1.62	1.66	1.66	1.70	1.67	1.61	1.74	-6.99%
FRR	3.76%	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	$3.40	$3.39	$3.91	$3.46	$3.28	$3.93	$3.88	$3.87	$4.23	$3.38	$3.48	$3.74	$3.91	$3.70	$4.30	-13.86%
OPEX/VRH	$58.28	$52.46	$61.86	$54.80	$53.24	$63.72	$61.76	$59.61	$68.10	$55.80	$57.41	$63.32	$64.33	$59.72	$73.13	-18.33%
OPEX/UPT	$35.40	$36.84	$41.33	$35.12	$31.38	$37.81	$37.61	$38.45	$41.98	$33.55	$34.61	$37.31	$38.48	$36.98	$41.99	-11.93%

OTP	97.50%	96.30%	97.00%	96.00%	98.00%	97.00%	97.00%	98.00%	98.00%	96.00%	96.00%	93.39%	96.30%	96.58%	94.00%	2.58%
STO	95.18%	94.18%	94.22%	92.95%	93.95%	93.52%	91.15%	91.31%	93.05%	94.06%	93.37%	96.00%	93.18%	93.41%	99.60%	-6.19%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	0.00%	0.00%	0.00%
Cutaway (CU)	0.00%	0.00%	0.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	7.69%	0.00%	7.69%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.66	100.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	4.00	0.00	-100.00%
Demand Response	0.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	0.35	0.00	-100.00%
Demand Response	0.00	0.00	0.00%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	4.00	2.00	-50.00%
Demand Response	3.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	0.35	1.31	274.29%
Demand Response	0.30	0.00	-100.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response	Commuter Bus
Electric	0%	0%	0%
Hybrid	13.04%	0%	0%
CNG	0%	0%	0%
Diesel	86.96%	0%	100%
Gasoline	0%	100%	0%

External Partnerships	133	133	4

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	Fixed Route	Demand Response
Name of Metric		
Value/Description		
Target		
Notes		

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: 5:30 AM – 8:50 PM Sat-Sun: 8:00 AM – 5:45 PM (Fixed Route) Sat-Sun: 8:00 AM – 6:00 PM (Catch Connect only)

Ridership Information (FY2024)	
Fixed Route	**370,588** unlinked passenger trips
Demand Response	**159,185** unlinked passenger trips

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

Performance Metrics

Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	209,304	18,472	21,044	27,311	31,864	30,321	27,543	28,153	37,494	37,322	42,716	35,686	32,632	370,558	352,494	105.12%
UPT/VRM	0.21	0.25	0.26	0.32	0.33	0.31	0.31	0.31	0.37	0.40	0.40	0.39	0.36	0.34	0.35	-5.00%
UPT/VRH	2.96	3.48	3.68	4.23	4.30	4.41	4.29	4.39	5.19	5.67	5.73	4.97	4.71	4.63	5.04	-7.98%
FRR	0.00%	5.60%	5.65%	4.27%	3.11%	2.94%	3.90%	1.58%	1.29%	1.70%	1.27%	1.54%	1.03%	2.66%	4.00%	-1.34%
OPEX/VRM	$5.52	$6.75	$6.86	$6.56	$5.95	$5.58	$6.14	$7.04	$6.73	$6.64	$6.28	$7.25	$8.42	$6.67	$6.51	2.39%
OPEX/VRH	$77.49	$93.11	$98.80	$87.59	$77.75	$80.26	$86.08	$99.65	$95.62	$94.50	$88.96	$92.79	$110.32	$91.92	$92.68	-0.82%
OPEX/UPT	$26.17	$26.75	$26.86	$20.71	$18.08	$18.21	$20.05	$22.72	$18.41	$16.68	$15.53	$18.66	$23.41	$19.84	$18.41	7.78%
OTP	0.00%	97.00%	98.00%	96.00%	98.00%	98.00%	98.00%	98.00%	97.00%	98.00%	97.00%	98.00%	98.00%	97.58%	97.00%	0.58%
STO	99.00%	98.00%	99.00%	97.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	98.75%	97.00%	1.75%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	116,387	10,480	11,558	13,553	14,504	13,183	14,131	12,699	13,220	14,294	14,332	14,520	12,711	159,185	172,291	92.39%
UPT/VRM	0.15	0.14	0.15	0.17	0.17	0.16	0.20	0.16	0.16	0.16	0.16	0.14	0.15	0.16	0.18	-13.09%
UPT/VRH	1.91	1.84	1.81	2.28	2.18	2.11	2.27	1.85	2.17	2.19	1.95	1.80	1.78	2.01	2.33	-13.63%
FRR	0.02%	3.00%	3.58%	3.59%	3.84%	3.62%	3.19%	1.07%	1.09%	1.30%	1.19%	0.93%	0.78%	2.17%	4.00%	-1.83%
OPEX/VRM	$6.92	$7.08	$7.56	$7.72	$7.31	$7.32	$7.57	$7.85	$8.31	$7.05	$7.35	$7.41	$8.31	$7.56	$7.88	-3.98%
OPEX/VRH	$88.25	$91.16	$90.74	$101.84	$92.91	$96.71	$87.55	$92.49	$113.06	$99.16	$92.45	$92.35	$99.95	$95.72	$100.32	-4.58%
OPEX/UPT	$46.20	$49.42	$50.21	$44.73	$42.66	$45.79	$38.62	$49.97	$52.12	$45.19	$47.35	$51.23	$56.10	$47.60	$43.09	10.48%
OTP	97.10%	99.00%	98.00%	99.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	99.00%	98.00%	98.00%	98.25%	97.00%	1.25%

STO	99.85%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	100.00%	99.00%	99.00%	98.00%	99.00%	99.00%	97.00%	2.00%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Cutaway (CU)	20.95%	26.73%	-5.78%
Van (VN)	0.00%	0.00%	0.00%
Automobile (AO)	100.00%	100.00%	0.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Trucks/Other Rubber Tires	50.00%	44.44%	5.56%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route		0.00	
Demand Response		0.00	

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	9.00	1.00	-88.89%
Demand Response	7.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.93	
Demand Response		0.00	

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	9.00	1.00	-88.89%
Demand Response	7.00	0.00	-100.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.93	
Demand Response		0.00	

Annual Performance Reporting Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	10%	0%
Hybrid	0%	0%
CNG	0%	95%
Diesel	0%	0%
Gasoline	90%	5%

External Partnerships	19	0

CRTP Choice Metric	Fixed Route	Demand Response
Name of Metric	Entrepreneurship Revenue	Catch Connect Ridership
Value/Description	$440,358	44,389
Target		
Notes	For FY 24	

Free Choice Metric	
Name of Metric	
Value/Description	
Target	
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	1976
Service Hours	Mon-Fri: 5:15 AM – 7:40 PM* Sat: 8:30 AM – 6:52 PM Sun: 8:30 AM – 5:01 PM *University Shuttle = Mon-Thurs 6:30 AM to 12:00 AM; Friday 8:00 AM to 7:00 PM; Sunday 4:30 PM-12:00 AM Late night JARC = Mon-Sun 7:00 PM-12:00 AM

Ridership Information (FY2024)	
Fixed Route	**385,704** unlinked passenger trips
Demand Response	**267,287** unlinked passenger trips
Demand Taxi	**324,430** unlinked passenger trips

Municipalities Served (25)							
Ashburnham	Ayer	Boxborough	Hardwick	Lancaster	Lunenburg	Shirley	Templeton
Ashby	Barre*	Fitchburg	Harvard	Leominster	Phillipston**	Sterling	Townsend***
Athol	Bolton	Gardner	Hubbardston	Littleton	Royalston	Stow	Westminster
	*Also served by WRTA				**Also served by FRTA		Winchendon
							***Also served by LRTA

Performance Metrics

Fixed Route – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	297,794	27,296	27,382	30,916	31,963	31,716	30,022	30,846	31,557	33,613	35,102	32,261	43,030	385,704	373,861	103.17%
UPT/VRM	0.36	0.41	0.38	0.41	0.41	0.42	0.41	0.41	0.40	0.41	0.43	0.40	0.37	0.40	0.40	0.51%
UPT/VRH	5.72	7.30	6.86	6.85	6.92	7.18	6.95	7.14	6.99	7.12	7.39	7.02	6.32	6.97	6.62	5.33%
FRR	7.44%	10.67%	3.33%	14.26%	8.56%	9.88%	3.48%	4.76%	4.48%	4.43%	0.06%	9.89%	0.05%	5.91%	6.40%	-0.49%
OPEX/VRM	$8.44	$6.44	$9.03	$5.78	$7.56	$7.27	$6.76	$7.65	$9.29	$5.91	$7.24	$7.62	$4.54	$6.98	$7.39	-5.56%
OPEX/VRH	$133.10	$114.12	$160.85	$97.26	$128.70	$123.97	$115.93	$133.75	$160.43	$103.92	$125.33	$134.98	$78.69	$121.05	$128.14	-5.54%
OPEX/UPT	$23.29	$15.63	$23.46	$14.21	$18.60	$17.27	$16.67	$18.74	$22.95	$14.59	$16.96	$19.24	$12.44	$17.36	$19.78	-12.24%
OTP	0.00%	96.90%	95.80%	94.15%	98.25%	98.25%	98.30%	98.30%	95.62%	96.88%	96.93%	96.98%	97.03%	96.95%	98.00%	-1.05%
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	227,029	19,223	23,520	22,150	23,419	22,548	21,414	21,531	21,852	23,343	22,412	25,012	20,863	267,287	247,074	108.18%
UPT/VRM	0.14	0.14	0.15	0.15	0.15	0.14	0.14	0.15	0.15	0.15	0.14	0.15	0.15	0.15	0.15	-2.79%
UPT/VRH	2.27	2.22	2.32	2.34	2.35	2.31	2.27	2.33	2.26	2.57	2.34	2.43	2.32	2.34	2.40	-2.52%
FRR	20.32%	23.88%	19.10%	21.12%	19.15%	22.45%	17.30%	18.41%	17.02%	23.77%	17.86%	18.03%	18.49%	19.55%	20.09%	-0.54%
OPEX/VRM	$6.55	$5.75	$6.86	$6.10	$6.60	$5.58	$7.01	$7.17	$7.00	$6.18	$6.79	$6.28	$6.65	$6.50	$6.42	1.22%
OPEX/VRH	$102.67	$89.95	$109.51	$96.45	$105.84	$91.01	$112.77	$114.51	$106.25	$107.32	$111.75	$100.28	$104.84	$104.26	$104.80	-0.51%
OPEX/UPT	$45.19	$40.57	$47.22	$41.22	$45.03	$39.34	$49.76	$49.20	$47.09	$41.72	$47.68	$41.18	$45.11	$44.57	$46.01	-3.14%
OTP	98.79%	96.83%	96.93%	96.52%	82.21%	84.18%	83.70%	82.06%	82.86%	81.99%	82.84%	83.12%	84.03%	86.44%	98.00%	-11.56%
STO	97.43%	96.70%	96.90%	96.50%	96.30%	95.60%	95.70%	96.50%	96.60%	96.60%	95.80%	96.10%	96.10%	96.28%	98.00%	-1.72%

Demand Taxi – Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	233,948	26,718	29,212	28,978	25,852	24,962	24,488	25,292	24,584	32,259	28,481	28,916	24,688	324,430	282,490	114.85%
UPT/VRM	0.08	0.07	0.07	0.06	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.09	-19.20%
UPT/VRH	3.34	2.03	2.02	1.47	1.73	1.70	1.67	1.68	1.68	1.78	1.70	1.43	1.50	1.68	3.56	-52.76%
FRR	0.68%	0.44%	0.62%	0.55%	0.59%	0.56%	0.48%	0.56%	0.61%	0.53%	0.57%	0.45%	0.50%	0.54%	0.78%	-0.24%
OPEX/VRM	$2.73	$3.08	$3.02	$2.35	$3.02	$2.98	$3.00	$2.97	$2.88	$2.53	$2.78	$2.96	$2.83	$2.85	$3.27	-12.72%
OPEX/VRH	$113.95	$83.94	$82.40	$54.53	$75.43	$73.23	$73.34	$73.08	$71.70	$64.27	$69.47	$61.97	$62.77	$69.55	$136.29	-48.97%
OPEX/UPT	$34.09	$41.31	$40.75	$37.00	$43.71	$43.14	$43.81	$43.48	$42.60	$36.19	$40.90	$43.21	$41.95	$41.34	$38.27	8.02%
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	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	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	10.00%	10.53%	-0.53%
Cutaway (CU)	10.00%	10.34%	-0.34%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Trucks/Other Rubber Tires	12.00%	16.13%	-4.13%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	14.29%	-14.29%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	5.00	2.00	-60.00%
Demand Response	4.00	2.00	-50.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	1.67	2.27	35.93%
Demand Response	1.33	2.21	66.17%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	1.00	3.00	200.00%
Demand Response	1.00	6.00	500.00%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	0.34	3.41	902.94%
Demand Response	0.34	6.62	1847.06%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response	Demand Taxi
Electric	0%	0%	0%
Hybrid	4.8%	0%	0%
CNG	0%	0%	0%
Diesel	45.2%	0%	0%
Gasoline	54.8%	100%	100%

External Partnerships	1	3	1

CRTP Choice Metric	Fixed Route Quantitative	Fixed Route Qualitative	Demand Response Quantitative	Demand Response Quantitative
Name of Metric	Ridership Increase	Installation of Bus Stop Signs	ADA - 3/4 Mile Ridership	JARC Expansion
Value/Description	10.03% increase	65% complete	48.24% increase	536 additional rides
Target				
Notes	Reduced Fares and changed to Fare Free as SCA was provided. Marketing plan for fare free was utilized.	Signage in Athol and Gardner	ADA – Free Fare Impact	This represents 5% increase. Rebranded as Evening Ride Service - to better communicate to ridership

Free Choice Metric	Fixed Route	Demand Response	Demand Taxi
Name of Metric	Service Complaint Totals	Service Complaint Totals	Service Complaint Totals
Value/Description	24	48	15
Target	Software Implementation and design in process, completion in FY25	Software Implementation and design in process, completion in FY25. Reduction of all complaints overall goal.	Software Implementation and design in process, completion in FY25. Reduction of all complaints overall goal
Notes	*11% decrease*	*17% decrease*	*62.5% decrease*

Nantucket Regional Transit Authority (NRTA)

Summary Profile

Headquarters:
20-R South Street
Nantucket, MA 02554

Administrator:
Gary Roberts

Website:
www.nrtawave.com

Agency Information	
Year Founded	1993
Service Hours	Winter: 7:00 AM to 9:15 PM Shoulder: 7:00 AM to 12:00 AM Peak: 7:00 AM to 12:15 AM

Ridership Information (FY2024)	
Fixed Route	**282,031** unlinked passenger trips
Demand Response	**3,689** 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	226,951	61,423	56,939	26,213	12,261	6,346	5,084	2,900	4,295	4,381	10,322	27,202	64,665	282,031	249,617	112.99%
UPT/VRM	0.72	1.19	1.03	0.89	8.81	0.39	0.32	0.18	0.28	0.25	0.66	1.03	1.44	0.92	0.81	13.69%
UPT/VRH	7.92	11.02	10.22	9.49	0.71	5.15	3.99	2.20	3.00	3.32	8.27	11.27	13.91	6.13	8.72	-29.72%
FRR	23.22%	35.47%	20.25%	14.09%	13.44%	8.33%	5.69%	5.05%	5.42%	3.86%	0.00%	0.00%	0.00%	10.24%	24.12%	-13.88%
OPEX/VRM	$7.52	$7.61	$10.15	$9.92	$101.92	$9.05	$7.14	$8.84	$11.98	$10.38	$25.10	$12.39	$13.42	$11.37	$7.84	45.08%
OPEX/VRH	$82.38	$70.72	$100.64	$106.32	$8.23	$120.05	$88.60	$109.73	$128.00	$136.26	$314.06	$136.14	$130.02	$75.69	$85.00	-10.95%
OPEX/UPT	$10.40	$6.42	$9.85	$11.20	$11.57	$23.32	$22.22	$49.83	$42.68	$40.99	$37.97	$12.08	$9.35	$12.35	$9.74	26.81%
OTP	97.08%	87.00%	94.00%	99.00%	99.00%	94.00%	97.00%	96.00%	100.00%	96.00%	98.90%	98.00%	94.00%	96.08%	100.00%	-3.93%
STO	99.92%	99.00%	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%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	1,254	263	310	233	286	281	255	306	261	376	378	380	360	3,689	2,384	154.74%
UPT/VRM	0.16	0.25	0.28	0.09	0.37	0.22	0.27	0.24	0.22	0.22	0.28	0.30	0.26	0.23	0.21	11.17%
UPT/VRH	1.48	2.02	2.23	2.16	2.92	4.84	2.09	4.03	1.86	3.58	2.05	2.20	1.43	2.33	1.57	48.34%
FRR	0.55%	1.16%	0.74%	0.64%	1.18%	1.35%	1.37%	0.23%	0.31%	3.83%	0.00%	0.00%	0.00%	0.73%	2.03%	-1.30%
OPEX/VRM	$17.41	$14.82	$25.49	$10.03	$15.97	$12.08	$13.36	$6.72	$19.76	$7.70	$16.04	$17.64	$20.90	$14.39	$12.85	12.02%
OPEX/VRH	$163.18	$117.62	$202.06	$235.87	$127.27	$261.22	$104.36	$110.87	$171.04	$122.60	$117.07	$127.78	$116.99	$143.60	$98.79	45.36%
OPEX/UPT	$110.22	$58.14	$90.60	$109.33	$43.61	$53.92	$49.93	$27.54	$91.75	$34.24	$56.99	$58.17	$81.57	$61.66	$62.69	-1.64%
OTP	99.67%	100.00%	99.40%	99.00%	100.00%	99.40%	99.60%	99.40%	100.00%	99.80%	99.90%	99.90%	99.00%	99.62%	100.00%	-0.38%
STO	99.83%	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	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	36.84%	45.83%	-8.99%
Van (VN)	50.00%	100.00%	-50.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	100.00%	100.00%	0.00%
Trucks/Other Rubber Tires	50.00%	50.00%	0.00%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 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	**0.67**	0.00	100.00%
Demand Response	0.00	**0.00**	0.00	0.00%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	22%	0%
Hybrid	0%	0%
CNG	0%	0%
Diesel	61%	0%
Gasoline	17%	100%

CRTP Choice Qualitative Metric	Fixed Route	Fixed Route	Demand Response	Demand Response
Name of Metric	OTP	Preventable Accidents per/100,000	OTP	Preventable Accidents per/100,000
Value/Description	96%	3	96%	0
Target				
Notes				

Free Choice Metric	Fixed Route	Fixed Route	Demand Response	Demand Response
Name of Metric	FY24 UPT	FY24 FARE FREE UPT	FY24 UPT	FY24 Fare Free UPT
Value/Description	282,031	102,189	3,689	1,118
Target				
Notes	Increase of 40,000 from FY23		37% increase from FY23	

External Partnerships	2	0

CRTP Choice Fixed Route Quantitative Metric:			CRTP Choice Demand Response Quantitative Metric:		
Name of Metric:	Results:	Notes:	**Name of Metric:**	Results:	Notes:
UPT/VRM	0.87		**UPT/VRM**	0.23	
UPT/VRH	9.24		**UPT/VRH**	2.32	
Farebox Recovery Ratio	14%	fare free April-June	**Fare Recovery Ratio**	1%	fare free April-June
Op. Exp/UPT	12.35		**Op. Exp/UPT**	61.65	
Op. Exp/VRH	114.08		**Op. Exp/VRH**	143.59	
Op. Exp/VRM	10.84		**Op Exp/VRM**	14.39	

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: 5:00 AM – 11:55 PM Thur-Sat: 5:00 AM – 1:25 AM Sun: 7:00 AM – 11:35 PM

Ridership Information (FY2024)	
Fixed Route	**7,830,329** unlinked passenger trips
Demand Response	**186,742** 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	6,079,372	431,232	462,843	779,969	799,164	685,795	677,002	465,007	757,711	728,889	803,544	688,298	550,875	7,830,329	7,000,000	111.86%
UPT/VRM	1.28	1.29	1.31	1.95	1.94	1.77	1.80	1.27	1.83	1.74	1.78	1.61	1.49	1.66	1.35	23.29%
UPT/VRH	17.65	18.86	18.98	29.09	28.62	26.18	26.84	19.17	28.25	26.72	27.95	25.13	23.00	25.11	20.00	25.55%
FRR	10.00%	14.58%	10.58%	8.37%	11.28%	26.86%	0.89%	8.29%	8.19%	8.00%	10.29%	21.11%	0.80%	10.37%	11.30%	-0.93%
OPEX/VRM	$8.45	$7.71	$8.28	$9.41	$8.02	$10.27	$11.29	$9.39	$8.71	$9.96	$7.48	$8.98	$13.71	$9.40	$7.90	19.02%
OPEX/VRH	$116.10	$112.56	$119.58	$139.99	$118.23	$152.07	$168.10	$141.30	$134.20	$153.28	$117.25	$139.94	$210.97	$141.84	$111.00	27.78%
OPEX/UPT	$6.58	$5.97	$6.30	$4.81	$4.13	$5.81	$6.26	$7.37	$4.75	$5.74	$4.20	$5.57	$9.17	$5.65	$5.86	-3.55%
OTP	75.03%	73.00%	71.00%	65.00%	68.00%	71.00%	73.00%	71.85%	72.07%	71.90%	71.12%	68.27%	69.88%	70.51%	75.00%	-4.49%
STO	99.89%	99.99%	99.98%	99.73%	99.82%	99.70%	99.40%	99.98%	99.91%	99.91%	99.84%	99.85%	99.86%	99.83%	100.00%	-0.17%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	150,074	13,180	14,532	15,457	16,249	15,451	15,284	14,749	15,402	16,614	17,296	16,368	16,160	186,742	180,700	103.34%
UPT/VRM	0.09	0.09	0.09	0.09	0.09	0.09	0.10	0.09	0.10	0.10	0.09	0.10	0.10	0.09	0.09	5.10%
UPT/VRH	1.36	1.33	1.35	1.47	1.50	1.47	1.51	1.42	1.16	1.43	1.47	1.45	1.56	1.42	1.40	1.43%
FRR	6.84%	4.72%	4.72%	6.11%	4.04%	6.27%	1.58%	5.33%	5.58%	4.17%	5.24%	4.98%	0.33%	4.39%	6.80%	-2.41%
OPEX/VRM	$4.28	$4.72	$4.34	$4.16	$4.01	$4.43	$4.91	$4.70	$4.52	$4.49	$4.24	$4.46	$4.63	$4.46	$5.02	-11.20%
OPEX/VRH	$63.34	$69.37	$64.21	$65.48	$64.19	$69.50	$77.08	$71.02	$53.92	$66.97	$65.49	$67.28	$72.92	$66.92	$73.76	-9.27%
OPEX/UPT	$46.48	$52.30	$47.49	$44.60	$42.89	$47.27	$51.15	$49.96	$46.56	$46.92	$44.66	$46.42	$46.87	$47.13	$52.63	-10.45%
OTP	95.25%	98.60%	98.00%	94.70%	94.40%	95.10%	94.90%	96.70%	97.60%	97.80%	97.30%	96.70%	96.70%	96.54%	95.00%	1.54%

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	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	30.60%	35.80%	-5.20%
Cutaway (CU)	27.06%	88.72%	-61.66%
Articulated Bus (AB)	0.00%	0.00%	0.00%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	50.00%	60.00%	-10.00%
Trucks/Other Rubber Tires	31.50%	52.27%	-20.778%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		1.00	
Demand Response		0.00	

Fatality Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		0.22	
Demand Response		0.00	

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		6.00	
Demand Response		0.00	

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		1.32	
Demand Response		0.00	

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		6.00	
Demand Response		0.00	

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route		1.32	
Demand Response		0.00	

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	13%	0%
Hybrid	8%	0%
CNG	0%	0%
Diesel	79%	0%
Gasoline	0%	100%

External Partnerships	45	6

CRTP Choice Metric	Fixed Route	Fixed Route	Demand Response
Name of Metric	Pilot Northampton-Springfield Express Ridership	Mean Miles Between Mechanical Failure	Mean Miles Between Mechanical Failure
Value/Description	122,368	18,369	37,447
Target			
Notes	38% growth vs FY23	50% increase vs FY23, still below target	Down vs FY23, still above target

Free Choice Metric	Fixed Route	Demand Response
Name of Metric		
Value/Description		
Target		
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: 5:20 AM – 10:10 PM Sat-Sun: 6:10 AM – 8:05 PM

Ridership Information (FY2024)	
Fixed Route	**2,720,396** unlinked passenger trips
Demand Response	**104,788** 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	2,016,128	159,867	172,572	212,576	221,823	198,400	185,447	236,838	249,947	285,549	285,422	276,149	235,806	2,720,396	2,291,623	118.71%
UPT/VRM	1.21	1.28	1.29	1.68	1.77	1.65	1.56	1.78	1.89	2.01	2.06	1.87	1.77	1.73	1.51	14.34%
UPT/VRH	15.99	16.26	16.32	20.50	21.14	19.79	19.34	21.40	22.83	24.18	24.84	23.15	21.39	21.06	25.72	-18.10%
FRR	8.77%	9.72%	12.49%	10.03%	13.12%	9.07%	6.72%	0.02%	0.03%	0.05%	0.03%	0.00%	0.38%	4.75%	8.09%	-3.34%
OPEX/VRM	$10.22	$9.96	$10.68	$12.70	$11.85	$12.79	$14.06	$12.59	$12.41	$12.77	$11.91	$11.89	$13.41	$12.24	$11.21	9.19%
OPEX/VRH	$134.66	$126.69	$134.71	$154.72	$141.85	$153.73	$173.86	$151.02	$149.76	$153.33	$143.36	$147.43	$162.21	$149.34	$141.65	5.43%
OPEX/UPT	$8.42	$7.79	$8.25	$7.55	$6.71	$7.77	$8.99	$7.06	$6.56	$6.34	$5.77	$6.37	$7.58	$7.09	$7.67	-7.57%
OTP	84.04%	88.00%	88.00%	86.00%	85.80%	87.10%	85.50%	90.70%	91.00%	90.00%	91.00%	89.00%	90.00%	88.51%	85.00%	3.51%
STO	99.49%	99.85%	99.55%	99.57%	99.66%	99.70%	98.68%	99.79%	99.75%	99.63%	99.95%	99.91%	99.92%	99.66%	99.00%	0.66%

Demand Response – Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	83,014	7,296	7,925	7,871	8,494	7,911	7,713	9,033	9,068	9,953	10,056	10,016	9,452	104,788	89,450	117.15%
UPT/VRM	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	0.13	-0.64%
UPT/VRH	2.04	1.94	1.99	2.08	2.09	1.98	2.03	2.12	2.08	2.10	2.10	2.05	2.09	2.06	1.93	6.49%
FRR	3.60%	4.03%	4.05%	3.45%	4.06%	3.72%	2.61%	0.08%	0.09%	0.00%	0.00%	0.04%	0.00%	1.70%	2.73%	-1.03%
OPEX/VRM	$8.06	$7.67	$8.37	$9.41	$8.09	$8.78	$9.65	$8.77	$8.69	$8.27	$7.44	$8.02	$8.88	$8.48	$10.00	-15.24%
OPEX/VRH	$128.98	$118.10	$127.38	$151.27	$130.30	$137.17	$156.32	$139.55	$134.18	$135.99	$122.34	$128.63	$140.80	$134.87	$153.18	-11.96%
OPEX/UPT	$63.10	$60.86	$64.08	$72.67	$62.46	$69.44	$77.08	$65.95	$64.47	$64.86	$58.39	$62.61	$67.44	$65.62	$76.13	-13.81%
OTP	95.47%	95.00%	96.00%	95.00%	94.91%	99.70%	95.67%	96.01%	96.46%	96.01%	96.00%	95.00%	95.00%	95.90%	98.00%	-2.10%
STO	99.66%	99.64%	99.74%	99.85%	99.63%	99.60%	99.62%	99.60%	99.73%	99.70%	99.74%	99.73%	99.70%	99.69%	99.90%	-0.21%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Bus (BU)	25.00%	32.81%	-7.81%
Cutaway (CU)	25.00%	32.35%	-7.35%

Equipment			
Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Automobiles	50.00%	50.00%	0.00%
Trucks/Other Rubber Tires	50.00%	35.29%	14.71%

Facilities			
Asset Class	FY2024 Target (%)	FY2024 Performance (%)	Difference
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	50.00%	-50.00%

Safety Performance Metrics

Fatalities			
Mode	Target	CY23 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	CY23 Actual	% Variance
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	Target	CY23 Actual	% Variance
Fixed Route	8.00	1.00	-87.10%
Demand Response	1.00	0.00	-100.00%

Injury Rate (per 1M VRM)			
Mode	Target	CY23 Actual	% Variance
Fixed Route	5.20	0.66	-87.31%
Demand Response	1.90	0.00	-100.00%

Safety Events			
Mode	Target	CY23 Actual	% Variance
Fixed Route		1.00	
Demand Response		0.00	

Safety Event Rate (per 1M VRM)			
Mode	Target	CY23 Actual	% Variance
Fixed Route		0.66	
Demand Response		0.00	

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	2	14

CRTP Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Free Choice Metric	
Name of Metric	
Value/Description	
Target	
Notes	

Worcester Regional Transit Authority (WRTA)

Summary Profile

Headquarters:
60 Foster Street
Worcester, MA 01608

Administrator:
Joshua Rickman

Website:
www.therta.com

Agency Information	
Year Founded	1974
Service Hours	Mon-Fri: 4:50 AM – 11:45 PM Sat: 5:50 AM – 10:25 PM Sun: 8:30 AM – 7:26 PM

Ridership Information (FY2024)	
Fixed Route	**4,565,909** unlinked passenger trips
Demand Response	**140,371** unlinked passenger trips
Demand Taxi	**70,382** 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	3,064,750	376,012	402,456	380,592	402,744	360,741	365,328	328,999	358,209	376,978	385,906	425,341	402,603	4,565,909	3,700,000	123.40%
UPT/VRM	1.52	2.39	2.22	2.31	2.35	2.20	2.21	1.87	2.12	2.19	2.25	2.45	2.45	2.25	1.75	28.51%
UPT/VRH	17.96	28.97	27.31	28.47	28.73	26.96	27.12	22.93	26.08	26.88	27.62	30.01	30.04	27.57	21.30	29.44%
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	$11.21	$12.18	$12.14	$12.44	$11.79	$13.65	$12.00	$11.72	$13.03	$11.91	$11.88	$13.18	$13.13	$12.41	$12.56	-1.15%
OPEX/VRH	$132.68	$147.88	$149.43	$153.02	$143.98	$167.31	$147.49	$144.04	$160.07	$145.91	$145.63	$161.51	$160.83	$152.18	$152.83	-0.43%
OPEX/UPT	$7.39	$5.11	$5.47	$5.37	$5.01	$6.21	$5.44	$6.28	$6.14	$5.43	$5.27	$5.38	$5.35	$5.52	$7.15	-22.76%
OTP	79.83%	78.10%	78.10%	75.70%	75.20%	75.70%	55.30%	54.60%	54.90%	54.50%	52.30%	49.90%	51.20%	62.96%	79.40%	-16.44%
STO	98.75%	95.54%	98.22%	98.50%	97.82%	98.15%	98.57%	98.50%	98.42%	98.09%	98.09%	97.68%	97.89%	97.96%	98.75%	-0.79%

Demand Response - Performance Metrics

Metric	Baseline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Actual	Target	Variance
UPT	97,779	10,475	12,524	10,946	11,745	11,508	10,910	11,041	11,200	12,604	12,599	13,091	11,728	140,371	140,000	100.27%
UPT/VRM	0.14	0.15	0.16	0.15	0.15	0.15	0.16	0.16	0.16	0.15	0.16	0.16	0.15	0.15	0.15	2.83%
UPT/VRH	2.12	2.40	2.37	2.35	2.43	2.41	2.35	2.38	2.39	2.39	2.49	2.46	2.41	2.40	2.30	4.48%
FRR	0.00%	0.73%	0.78%	0.61%	0.72%	0.68%	0.74%	0.73%	0.60%	0.77%	0.79%	0.72%	0.62%	0.71%	0.00%	0.71%
OPEX/VRM	$8.44	$7.71	$7.75	$7.96	$7.63	$8.08	$7.50	$8.36	$9.71	$8.13	$7.89	$8.10	$7.79	$8.05	$7.87	2.26%
OPEX/VRH	$128.15	$122.78	$118.36	$128.29	$122.08	$126.97	$113.28	$126.08	$148.82	$126.57	$124.12	$126.52	$120.90	$125.34	$120.63	3.90%

Demand Response - Performance Metrics																
OPEX/UPT	$60.38	$51.11	$49.97	$54.50	$50.16	$52.62	$48.28	$53.03	$62.36	$52.92	$49.93	$51.41	$50.25	$52.16	$51.70	0.89%
OTP	89.17%	88.00%	86.00%	87.00%	89.00%	88.00%	89.00%	90.00%	91.00%	88.00%	89.00%	89.00%	88.00%	88.50%	90.00%	-1.50%
STO	100.00%	100.00%	100.00%	99.93%	99.96%	100.00%	99.97%	99.95%	100.00%	99.98%	99.99%	99.99%	99.98%	99.98%	99.99%	-0.01%

Demand Taxi - Performance Metrics																
Metric	**Baseline**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Actual**	**Target**	**Variance**
UPT	43,494	5,185	5,899	6,334	6,912	6,417	5,205	5,439	5,518	6,126	5,981	6,164	5,202	**70,382**	52,000	135.35%
UPT/VRM	0.15	0.14	0.15	0.14	0.15	0.14	0.15	0.15	0.15	0.15	0.15	0.15	0.16	**0.15**	0.15	-0.93%
UPT/VRH	2.17	2.23	2.26	2.15	2.18	2.16	2.15	2.10	2.16	2.14	2.14	2.19	2.27	**2.18**	2.30	-5.32%
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	$2.26	$2.29	$2.42	$2.33	$2.15	$2.56	$2.40	$2.46	$2.51	$2.35	$2.38	$2.46	$2.39	**$2.39**	$2.29	4.25%
OPEX/VRH	$32.90	$35.28	$35.85	$34.98	$32.14	$38.47	$34.35	$34.08	$35.20	$34.35	$35.14	$35.40	$34.65	**$34.98**	$33.59	4.16%
OPEX/UPT	$15.17	$15.83	$15.84	$16.26	$14.72	$17.77	$15.95	$16.20	$16.26	$16.08	$16.39	$16.15	$15.28	**$16.07**	$14.67	9.55%
OTP	84.75%	93.00%	91.00%	87.00%	85.00%	84.00%	87.00%	87.00%	92.00%	90.00%	90.00%	89.00%	88.00%	**88.58%**	85.00%	3.58%
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%**	99.95%	0.05%

Asset Management Performance Metrics

Rolling Stock			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Bus (BU)	0.00%	17.24%	-17.24%
Cutaway (CU)	10.71%	25.45%	-14.74%

Equipment			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Automobiles	50.00%	50.00%	0.00%
Trucks/Other Rubber Tires	50.00%	62.50%	-12.50%

Facilities			
Asset Class	**FY2024 Target (%)**	**FY2024 Performance (%)**	**Difference**
Passenger/Parking	0.00%	0.00%	0.00%
Administrative/Maintenance	0.00%	0.00%	0.00%

Safety Performance Metrics

Fatalities			
Mode	**Target**	**CY23 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**	**CY23 Actual**	**% Variance**
Fixed Route	0.00	0.00	0.00%
Demand Response	0.00	0.00	0.00%

Injuries			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	20.00	3.00	-85.00%
Demand Response	4.00	1.00	-75.00%

Injury Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	2.10	1.47	-30.00%
Demand Response	0.80	2.09	161.25%

Safety Events			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	14.00	3.00	-78.57%
Demand Response	8.00	1.00	-87.50%

Safety Event Rate (per 1M VRM)			
Mode	**Target**	**CY23 Actual**	**% Variance**
Fixed Route	1.50	1.47	-2.00%
Demand Response	1.50	2.09	39.33%

Annual Reporting Performance Metrics

Fleet Composition	Fixed Route	Demand Response
Electric	0%	0%
Hybrid	22%	0%
CNG	0%	0%
Diesel	78%	0%
Gasoline	0%	100%

CRTP Choice Metric	
Name of Metric	From the CRTP, WRTA will review and identify options around addressing weekend and late night service needs (pursuant to available funding in the FY 2024 budget).
Value/Description	Not Completed
Target	
Notes	While the WRTA remains committed to meeting this goal, due to a driver shortage, the WRTA remains on a reduced Friday service level. The WRTA is focused on retaining a full weekday service offering before expanding late-night and weekend service. Driver hiring and recruiting efforts are ongoing.

Free Choice Metric	
Name of Metric	Expand current paratransit Mobility Management Model (MMM) to include two additional communities; Millbury, and Shrewsbury.
Value/Description	Completed
Target	
Notes	Millbury joined the MMM in July 2023, and Shrewsbury joined the MMM in September 2023.

	Fixed Route	Demand Response	Demand Taxi
External Partnerships	0	12	1