

TRACKER

2019

MassDOT's Annual Performance Report

Secretary and CEO | *Stephanie Pollack*

OPMI | *FY 2019 Tracker*

Prepared by the Office of Performance Management and Innovation
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massDOT
Massachusetts Department of Transportation

A Letter from the Secretary

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

Tracker, MassDOT's Annual Performance Management Report, summarizes MassDOT's activities for Fiscal Year 2019 (July 2018 through June 2019). Organized by division (Aeronautics, Highway, Rail and Transit, and Registry of Motor Vehicles), as well as the MBTA, the report summarizes progress in reaching performance targets; more detailed information is presented in the online and interactive version of Tracker at www.massdottracker.com. **Tracker** allows MassDOT, elected officials and other stakeholders to evaluate how well the divisions and MBTA are meeting their targets, where performance has exceeded expectations and where performance has fallen short.

I note, however, that because this report focuses on data and performance only through June 2019, it does not yet reflect major safety-focused changes underway at the Registry of Motor Vehicles and MBTA. At the RMV, substantial progress has been made in the past six months to improve reporting processes and strengthen monitoring procedures for the Registry's safety-critical functions. At the MBTA, the Red Line derailment in June led to the Fiscal and Management Control Board commissioning a Safety Review Panel whose recent report highlighted, among other things, the need to set and track Key Performance Indicators for safety. Additional safety performance measures and targets already under development at both agencies will therefore be incorporated into the online version of **Tracker** during 2020, rather than waiting for next year's full revision.

Tracker for Fiscal Year 2019 shows progress in many areas:

- The Highway Division continues to make strides in delivering capital projects, with 390 contracts in construction in FY2019, compared to 309 in FY2018. Modest progress was made in reducing the proportion of non-interstate pavement in poor condition and the number of bridges in poor condition, as well as in addressing the number of failed or missing curb ramps. Fatalities – total, pedestrian and bicycle – declined slightly (as measured by the 5 year rolling average).
- At the MBTA, commuter rail riders experienced improved reliability, with 89.7 percent of commuter rail trains reaching their destinations within five minutes of the schedule; this rating is just under the 90 percent target. Service improvement investments helped cut speed restrictions in half on the Red, Orange, and Blue lines during the past year. For the first time, the MBTA invested over \$1 billion to modernize and improve the T in FY19, up from \$875 million in FY18, investments that contributed to the documented performance improvements and are laying the groundwork for substantial improvements, particularly in the Red and Orange lines, over the next few years.
- The Aeronautics Division's performance exceeded and improved upon FY18 performance within the areas of safety, customer experience, and budget and capital performance, including spending 100% of budgeted funds for airport capital improvements.

- The Rail and Transit Division evaluated and cataloged its assets and completed an Asset Management Plan, which will allow for the setting of system condition targets next year. As a baseline, we now know that 90% of MassDOT-owned rail assets in the Grade Crossing, Track Segment and Signals categories are rated as adequate or better, while this figure is over 70% for Bridges, Culverts and Grade Crossings.
- The injury rate, service delivery, and operational efficiency among the Regional Transit Agencies (RTAs) improved during the past year. In partnership with the Rail and Transit Division and other stakeholders, the RTAs also established a Task Force on Performance and Funding and created the report “A Vision for the Future of Massachusetts’ Regional Transit Authorities” to guide RTAs as they work to develop performance metrics and align goals.
- The RMV saw significant wait time improvements during this year, which began several months after the launch of its ATLAS software system and database. The RMV served 87% of customers in under 30 minutes in FY19, an improvement of 17% over FY18; only 3% of customers waited an hour or more.

In 2015, Tracker established a baseline of performance measures and in 2016 for the first time **Tracker** presented targets (two-year, four-year, and long-term) to measure that performance. Those targets will be comprehensively updated during 2020 and new performance measures and targets will be added to reflect the ever-widening range of areas in which it is vital for MassDOT to track its performance as well as that of the broader transportation system. Implementation of action items recommended in MassDOT’s **Congestion in the Commonwealth report**, for example, necessitate ways to track and evaluate progress in addressing congestion. The 2019 Statewide Bicycle and Pedestrian Plans call for measures that evaluate not only the number of sidewalk or bicycle lane miles constructed, but also the impact on building complete networks and the impact on residents’ ability to access destinations on high comfort walking and bicycling networks. The Rail and Transit division’s work establishing Memoranda of Understanding with each of the Regional Transit Authorities will support a broader tracking and reporting of RTA performance. And, as noted above, both the RMV and MBTA are developing and tracking safety-related performance metrics which will be incorporated into the online version of **Tracker** during 2020.

I invite you to read this report and explore the more detailed information available on www.massdottracker.com to find out more about our performance metrics and the progress made to meet our goals during FY19. Our progress is due to many factors, including the dedication of employees and board members, strong partnerships with municipal officials, and ongoing support from our elected leaders.

We look forward to continuing to serve the Commonwealth and make progress toward goals that improve the safety, reliability, condition and sustainability of the transportation system for all who travel in the state, whether they choose to walk, bike, drive, or use public transit.

Respectfully submitted,

Stephanie Pollack

Secretary & Chief Executive Officer of the Massachusetts Department of Transportation

Content

Introduction	1
MassDOT Performance Goals	2
Division Performance	3
Highway Division	5
Registry of Motor Vehicles (RMV)	8
Rail and Transit Division	10
Aeronautics Division	13
Massachusetts Bay Transportation Authority (MBTA)	15

Introduction

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

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

This edition of **Tracker** provides an overview of performance across MassDOT for Fiscal Year 2019 (July 2018 through June 2019); instances where the time-period is different are noted. Tracker is organized according to MassDOT’s five operational divisions (Highway, Aeronautics, the Registry of Motor Vehicles, Rail and Transit, and the MBTA), and the activities of each division are discussed in the context of the five performance goals described on the following page.

You also can view the site here: massdottracker.com

MassDOT Performance Goals

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

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



Customer Experience

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



Safety

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



System Condition

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



Budget and Capital Performance

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



Healthy and Sustainable Transportation

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

Division Performance

Each year, MassDOT strives to improve performance in each division, along with improving how performance is tracked and measured. In 2016, MassDOT conducted a target-setting process to establish two-year (FY18) and four-year (FY20) targets for the measures included in the original installment of Tracker. In addition, each measure has a long-term, or aspirational, target. These time horizons were adopted to maintain consistency with the MAP-21 target-setting time frame. Every two years the targets are revisited and adjusted if needed, based on availability of new data and insights on unfolding trends in performance across metrics. Targets will be revisited in early 2020, in preparation for the Tracker FY20 report.

Below are highlights of each division's performance in FY19. Following the highlights are the division scorecards which include all measures, current and past year performance, as well as 2020, 2022, and long term targets. The scorecards present metrics where targets are set as well as contextual measures that help shed light on performance in other areas.

Highway Division

In FY19, the Highway Division saw improvements for the majority of its performance measures compared to the previous year. The Division saw improvements in safety measures for motorists; 5-year rolling averages for injuries and fatalities declined, while the results are unfortunately more mixed for non-motorists. The Highway Division also completed some major improvements in FY19, including the \$318 million Whittier Bridge/I-95 improvement project. This major construction project consisted of replacing the existing Whittier Bridge as well as widening and improving a 4-mile section of I-95 in Newburyport, Amesbury, and Salisbury, and replacing four adjacent bridges. The project also constructed the William Lloyd Garrison Trail, the first shared-use (pedestrian and bicycle) pathway within an interstate highway layout in the Commonwealth.

Additionally, MassDOT released its 2019 Statewide Bicycle Transportation Plan and Statewide Pedestrian Plan, which provide roadmaps for making biking and walking safe, convenient, and comfortable for everyday travel. MassDOT also released a report to the Governor, titled Congestion in the Commonwealth, which assesses the extent and impacts of congestion including the impacts to quality of life across the state.

For more information go to massdottracker.com/highway

Registry of Motor Vehicles (RMV)

The RMV saw improvements in its customer experience performance measures from FY18 to FY19. There have been ongoing wait time improvements since the launch of the new ATLAS system. The RMV served 87% of customers in under 30 minutes in FY19 surpassing the wait time target of 80%. This wait time improvement represents a 17% increase in the RMV's ability to serve customers under 30 minutes from FY18. The number of customers waiting 60 minutes or more dropped nine percent in FY19, surpassing its target with only three percent of customers waiting over an hour. Additionally, 66% percent of registration transactions were conducted outside of service centers (online, phone, AAA, and mail transactions), continuing a 5-year trend of exceeding its 65% target. The percentage of eligible registrations conducted online also saw an increase of 11% in FY19, where 88% of eligible renewals were conducted online.

For more information go to massdottracker.com/rmv

Rail and Transit

The Rail and Transit Division worked with Regional Transit Agencies (RTAs) and other stakeholders over the past fiscal year to develop a report intended to guide RTAs in developing metrics and aligning goals. While MassDOT does not currently set evaluation targets for the Rail and Transit Division, there has been noted improvements in RTA performance. Although RTA ridership dropped, following a national trend, the RTAs on the whole achieved improvements in injury rate, service delivery, and operational efficiency in the past year. With respect to rail, the Rail Division evaluated and catalogued its assets and completed an Asset Management Plan in FY19. Over 70% of DOT-owned rail assets in each category (Bridges, Culverts, Grade Crossings, Signals and Tracks) are rated as adequate or better, and in the Grade Crossing, Track Segment and Signals categories, over 90% are rated as adequate or better. MassDOT will work to set targets to support the Rail Asset Management Plan in the coming years.

For more information go to massdottracker.com/rail-transit

Aeronautics

In FY19, The Aeronautics Division's performance exceeded and improved upon prior performance measurement in FY18 within areas of safety, customer experience, and budget and capital performance. The Division saw increases in the percent of aircraft registered, training attendance rates, and pavement condition. Additionally, the Aeronautics Division also saw increases in the percentage of contracts completed on budget and on time. Moreover, in FY19, the Division's performance in disbursing capital improvement funds exceeded both its 2022 and long-term targets, reaching 100% of budgeted funds disbursed.

For more information go to massdottracker.com/aero

Massachusetts Bay Transportation Authority (MBTA)

In FY19, the MBTA invested over \$1 billion in modernizing and improving the T, up from \$875 million in FY18. Some track upgrades are improving service today, for example cutting speed restrictions in half on the Red, Orange, and Blue lines over the past year. Bus riders generally experienced increased reliability, although Silver Line riders experienced a decrease to 77.8%, which is below the Silver Line target of 80%. Commuter Rail riders experienced improved reliability this year. In FY19, 89.7% of Commuter Rail trains reached their destinations within 5 minutes of schedules, just shy of the 90% target. Trains were also canceled less than half as often as FY18, with the result that 99.8% of scheduled trains actually ran in FY19.

Riders took 362 million trips on MBTA vehicles in FY19. This reflects a continuing 3% yearly decline that is mirrored by other large US transit agencies. Despite this ridership decrease and without any added revenues from a fare increase, MBTA recovered 42.7% of operating funds from fare revenues within FY19, just shy of the FY 2020 target of 43%.

For more information go to massdottracker.com/mbta




Highway Division

2019 SCORECARD

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




HIGHWAY DIVISION - 2019 SCORECARD


Performance Goal	Performance Measure	Current (FY19)	FY18	Change from FY18	2020 Target	2022 Target	Long-Term Target
<div></div> <div>Customer Experience</div>	E-ZPass payment rate (vs pay-by-plate)	86%	86%	0%	90%	90%	90%
	Average commute time (5-year ACS estimate) ¹	29.3	29	0.3	Context only		
	Number of incidents that have caused a delay or closure per VMT	0.04	0.04	0	Context only		
<div></div> <div>System Condition</div>	PSI - Interstate (% good and excellent condition)	85%	93%	-8%	88%	88%	90%
	PSI - Non-Interstate (% good and excellent condition)	64%	63%	1%	60%	62%	70%
	PSI - Interstate (% poor)	3%	1%	2%	<4%		
	PSI - Non-Interstate (% poor)	10%	13%	-3%	<20%		15%
	Pavement repair backlog (miles)	2795	2619	176	Context only		
	Count of bridges in poor condition	461	475	-14	Context only		
	Structurally deficient deck area (NHS only)	13%	12%	1%	13%	12%	<10%
	% of deck area in good condition (NHS only)	16%	16%	0	15%	16%	20%
	Bridge Health Index	85.13	85.2	-0.07	88	92	92
	Failed or missing curb ramps	4684	5097	-413	40% reduction from FY12 (6,300)	Continue to decrease	
<div></div> <div>Budget & Capital Performance</div>	Number of contracts in construction phase	390	319	71	Context only		
	Number of contracts planned for next year	226	209	17	Context only		
	Number of construction contracts completed in year	116	95	21	Context only		
	Percent of STIP projects advertised in year	95%	89%	6%	85%	90%	95%
	Percent of contracts completed on or under budget	73%	75%	-2%	75%	80%	80%
	Percent of contracts completed on time	51%	59%	-8%	75%	80%	80%

1. Based on US Census American Community Survey (ACS)

HIGHWAY DIVISION - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG-TERM TARGET
 Healthy & Sustainable Transportation	Daily vehicle miles traveled per capita	24.4	24.4	0	24.3		
	Number of municipalities registered for Complete Streets	230	207	23	250	275	351
	Number of Complete Streets policies approved	200	162	38	200	250	275
	Number of Complete Streets Municipal construction awards	104	73	31	Context only		
	New miles of sidewalk paved or created	54	70	-16	Context only		

HIGHWAY DIVISION - CY17 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CY17	CY16	CHANGE FROM CY16	2020 TARGET	2022 TARGET	LONG-TERM TARGET
 Safety	Number of fatalities (5-year rolling average)	357	364	-7	347	320	Move towards zero
	Number of fatalities (actuals)	347	387	-40	318	299	Move towards zero
	Rate of fatalities per 100 million VMT (5-year rolling average)	0.59	0.61	-0.02	0.56	0.51	Move towards zero
	Fatalities in roadway work zones	2	6	-4	0	0	Move towards zero
	Number of motorcycle fatalities (5-year rolling average)	48	49	-1	Move towards zero		
	Number of pedestrian fatalities (5-year rolling average)	78	80	-2	Move towards zero		
	Number of bicycle fatalities (5-year rolling average)	9	10	-1	Move towards zero		
	Number of serious injuries (5-year rolling average)	2943	3146	-203	2689	2467	Move towards zero
	Rate of serious injuries per 100 million VMT (5-year rolling average)	4.84	5.23	-0.39	4.3	3.5	Move towards zero

Registry of Motor Vehicles

2019 SCORECARD

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

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



WHERE TO GO FOR YOUR ROAD TEST?

- ☒ DRIVE TO MARKET STREET AND PARK UNDER THE OVERPASS
- ☒ STAY IN YOUR VEHICLE. YOUR EXAMINER WILL MEET YOU IN THE LOT.

Have these valid documents ready:

- ☒ COMPLETED ROAD TEST APPLICATION
- ☒ LEARNER'S PERMIT
- ☒ REGISTRATION FOR VEHICLE BEING USED
- ☒ SPONSOR'S DRIVER'S LICENSE


mass.gov/rmv **START ONLINE FIRST**

WELCOME TO THE
LYNN
rmv
ROAD TEST OFFICE

NOTE: THIS LOCATION DOES NOT PROCESS RMV TRANSACTIONS OR PAYMENTS.

mass.gov/rmv **SAVE TIME. GET READY ONLINE!**

RMV - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG-TERM TARGET
 Customer Experience	Service Center customer wait time (system wide): % of total customers waiting less than 30 minutes	87%	70%	17%	80%	80%	80%
	Service Center customer wait time (system wide): % of total customers waiting one hour or more	3%	12%	9%	4%	4%	0%
	Contact Center wait time	17:03	19:25	-2:22	5:00	3:30	3:00
	% of registration renewals conducted online (as a percentage of eligible transaction volume)	88%	67%	11%	92% of eligible transaction volume	95% of eligible transaction volume	97% of eligible transaction volume
	% of system wide license transactions conducted outside of Service Center	40%	NA	NA	65%	70%	75%
	% of system wide registration transactions conducted outside of Service Center	66%	70%	4%	65%	70%	75%
	% of system wide license transactions conducted online	18%	NA	NA	40%	65%	75%
	% of system wide registration transactions conducted online	37%	35%	2%	40%	65%	75%




Rail and Transit Division

2019 SCORECARD






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



RAIL DIVISION- 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	FY19	FY18	CHANGE FROM FY18
 Customer Experience	Number of derailments (per 1,000 track miles FY15-19 rolling average)	6.4	6.1	0.3
	Number of reported hazmat incidents (per 1,000 track miles FY14-18 rolling average)	2.0	1.7	0.3
	Number of highway-rail incidents (per 1,000 track miles FY14-18 rolling average)	3.7	3.7	No change
 System Condition	Track Segment (% good and excellent condition)	62%	NA	Context only - no target set
	Track Segment (% poor and non-operable)	1%	NA	Context only - no target set
	Bridge (% good and excellent condition)	15%	NA	Context only - no target set
	Bridge (% poor and non-operable)	12%	NA	Context only - no target set
	Culvert (% good and excellent condition)	8%	NA	Context only - no target set
	Culvert (% poor and non-operable)	10%	NA	Context only - no target set
	Grade Crossing (% good and excellent condition)	50%	NA	Context only - no target set
	Grade Crossing (% poor and non-operable)	2%	NA	Context only - no target set
 Budget & Capital Performance	Capital Budget Spent	88%	83%	5%

TRANSIT DIVISION- 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18
 Customer Experience	% of scheduled trips operated - fixed-route bus	96% - 100%	98% - 100%	5 out of 15 RTAs increased
 Safety	All injuries as result of transit accidents (injuries per 100k UPT) - Fixed-route bus ¹	0.1 - 0.8	0.1 - 1.0	10 out of 12 RTAs decreased or remained the same
	All injuries as a result of transit accidents (injuries per 100k UPT) - Paratransit ¹	0.0 - 2.6	0.0 - 2.4	7 out of 12 RTAs decreased or remained the same
	Preventable accidents (per 100k UPT) - Fixed-route bus ¹	0.1 - 4.4	0.1 - 3.8	7 out of 12 RTAs decreased or remained the same
	Preventable accidents (per 100k UPT) - Paratransit ¹	0.0 - 36.2	0.0 - 27.4	7 out of 12 RTAs decreased or remained the same
 System Condition	Fleet age - Fixed-route bus	4.2 - 8.8	4.3 - 9.0	8 out of 15 RTAs decreased or remained the same
	Fleet age - Paratransit	1.3 - 7.0	1.8 - 6.1	8 out of 15 RTAs decreased or remained the same
	Facility conditions - Fixed-route bus	3.0 - 5.0	1.8 - 4.9	7 out of 15 RTAs increased
 Budget & Capital Performance	% of capital dollars spent by year's end - All	83% - 100%	76.9% - 100.5%	4 out of 15 RTAs increased
	(FY18) Operating expense per vehicle revenue mile - Fixed-route bus ²	TBD	(FY17) \$4.07 - \$9.78	TBD
	(FY18) Operating expense per vehicle revenue mile - Paratransit ²	TBD	(FY17) \$3.10 - \$6.25	TBD
	(FY18) Farebox recovery ratio - Fixed-route bus ²	TBD	(FY17) 8.5% - 21.8%	TBD
	(FY18) Farebox recovery ratio - Paratransit ²	TBD	(FY17) 3.4% - 64.2%	TBD
 Healthy & Sustainable Transportation	Annual ridership - Fixed-route bus	132,146 - 10,120,344	115,922 - 10,931,362	4 out of 15 RTAs increased
	Annual ridership - Paratransit	4,578 - 560,342	6,000 - 544,000	7 out of 15 RTAs increased
	% of MA residents with access to transit - Fixed-route bus	52%	52%	No change
	Ridership in CapeFLYER - Rail	14,497	14,000	716

Note: Current (FY19 unless otherwise noted) is listed as a range where applicable (minimum and maximum value per RTA). Change from FY18 (or the most recent year prior as noted) is listed as the number of RTAs showing a change in the desired direction. Where noted as NA, presenting an aggregate change is not feasible.

1. Rolling 5-year average

2. FY18 data has not yet been audited by NTD and is not yet available.





Aeronautics Division

2019 SCORECARD

The mission of the Aeronautics Division is to promote aviation throughout the Commonwealth while establishing an efficient, integrated airport system that will enhance airport safety, customer service, economic development, and environmental stewardship. The Aeronautics Division has jurisdiction over the Commonwealth's 36 public use airports and multiple heliports, private restricted landing areas, and seaplane bases.



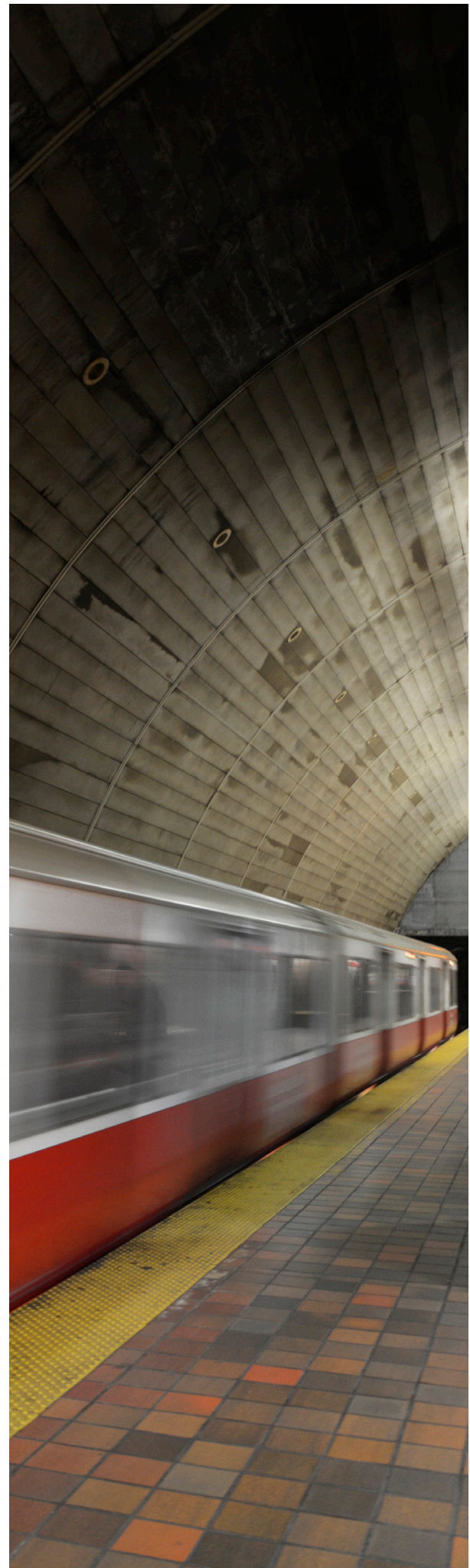
AERONAUTICS DIVISION - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG-TERM TARGET
 Customer Experience	Percent of aircraft registered	86%	82%	4%	85%	87%	90%
 Safety	Airport safety and emergency management training attendance rate	93%	90%	3%	75%	75%	75%
	Airport safety inspections completed (CY18)	10	12	2	12	12	12
 System Condition	Pavement condition (PCI)	69	68	1	74	74	75
 Budget & Capital Performance	Capital budget disbursement	100%	92%	8%	92%	95%	95%
	Contracts completed on budget	97%	96%	1%	92%	95%	95%
	Contracts completed on time	83%	74%	11%	90%	90%	90%


Massachusetts Bay Transportation Authority

2019 SCORECARD




The MBTA owns and operates one of the oldest and largest public transportation agencies in the US, serving more than 1.2 million trips daily. The MBTA's services include bus, light rail, heavy rail, commuter rail, ferry, and paratransit.



MBTA - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG-TERM TARGET
<div> Customer Experience</div>	Subway reliability - Red Line	89.4%	91.4%	-2.0%	90%	90%	95%
	Subway reliability - Orange Line	91.7%	92.6%	-0.9%	90%	90%	95%
	Subway reliability - Blue Line	94.8%	95.2%	-0.4%	90%	Pending evaluation in capital program	
	Subway reliability - Green Line	78.1%	77.6%	0.5%	90%	Pending evaluation in capital program	
	Passenger travel time performance - Red Line	95.7%	93.0%	2.7%	Context only		
	Passenger travel time performance - Orange Line	96.5%	94.9%	1.6%	Context only		
	Passenger travel time performance - Blue Line	97.9%	97.3%	0.6%	Context only		
	Passenger travel time performance - Green Line	96.6%	98.1%	-1.5%	Context only		
	Bus reliability - Silver Line	77.8%	79.3%	-1.5%	80%	Pending evaluation in Better Bus Project and network redesign	
	Bus reliability - key bus routes	76.6%	75.9%	0.7%	80%	Pending evaluation in Better Bus Project and network redesign	
	Bus reliability - other routes	63.1%	62.7%	0.4%	75%	Pending evaluation in Better Bus Project and network redesign	
	Bus service operated	98.5%	97.7%	0.8%	99.5%	Pending evaluation in Better Bus Project and network redesign	
	Commuter Rail reliability	89.7%	88.8%	0.9%	90%	90%	Pending evaluation in Rail Vision and capital program
	Commuter Rail service operated	99.8%	99.5%	0.3%	100%	100%	Pending evaluation in Rail Vision and capital program
	Ferry reliability	95.6%	96.1%	-0.5%	97%	98%	Pending evaluation in capital program



MBTA - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG TERM TARGET
 Customer Experience	The RIDE reliability	90.4%	91%	-0.6%	90%	90%	Pending evaluation in capital program
	Rapid transit platform accessibility	93.5%	93.1%	0.4%	94.2%	95.7%	100%
	Vehicle accessibility (Green Line)	98.0%	99.1%	-1.1%	99%	99%	100%
 Safety	Fatalities (as reported to NTD)	19	32	-13	Move towards zero		
	Injuries	725	852	-127	Context only		
	Mainline revenue derailments	8	5	3	Context only		
 System Condition	Mean miles between failures - Red Line	40,686	47,493	-6,808	Context only		
	Mean miles between failures - Orange Line	29,552	45,734	-16,182	Context only		
	Mean miles between failures - Blue Line	68,590	82,632	-14,042	Context only		
	Mean miles between failures - Green Line	6,802	8,240	-1,438	Context only		
	Mean miles between failures - Bus	25,552	22,542	3,010	Context only		
	Revenue vehicle condition, beyond useful life - Heavy Rail ¹	58%	58%	—	Context only (lower is better)		
	Revenue vehicle condition, beyond useful life - Light Rail	46%	46%	—	Context only (lower is better)		
	Revenue vehicle condition, beyond useful life - Bus	40%	25%	15%	Context only (lower is better)		
	Revenue vehicle condition, beyond useful life - Commuter Rail	15%	11%	4%			
	Revenue vehicle condition, beyond useful life - Ferry	0%	0%	—	Context only (lower is better)		
	Revenue vehicle condition, beyond useful life - The RIDE	31%	35%	-4%	Context only (lower is better)		
	Track condition, percent with speed restrictions - Heavy Rail ²	6%	12%	-6%	Context only (lower is better)		
	Track condition, percent with speed restrictions - Light Rail	10%	9%	1%	Context only (lower is better)		
	Track condition, percent with speed restrictions - Commuter Rail	1%	1%	—	Context only (lower is better)		

1. Measured as a % of vehicles that are beyond their Useful Life Benchmark (i.e. equal to or older than the age they are expected to last per industry standards). Lower percentages represent newer vehicles.

2. Measured as a % of track distance where maintainers have reduced speeds to ensure a safe and comfortable ride. Lower percentages represent better track conditions.

MBTA - 2019 SCORECARD

PERFORMANCE GOAL	PERFORMANCE MEASURE	CURRENT (FY19)	FY18	CHANGE FROM FY18	2020 TARGET	2022 TARGET	LONG-TERM TARGET
	Fare recovery ratio	42.7%	42.8%	-0.1%	43%	45%	50%
 Budget & Capital Performance	Projects completed in FY19	10	26	-16	Context only		
	Projects ongoing into next year	54	50	4	Context only		
	Projects planned for next year	47	49	-2	Context only		
	Average elapsed time between advertising and notice to proceed (days)	95	100	-5	90 or lower	90 or lower	90 or lower
 Healthy & Sustainable Transportation	Ridership (unlinked passenger trips)	362 million	372 million	-10 million	Context only		
	Base coverage (residents within one half mile of transit)	79.7%	79.4%	0.3%	Context only		
	Frequent service coverage (households within one half mile of transit)	56.3%	59.4%	-3.1%	70%	70%	70%
	Low-income households coverage (households within one half mile of transit)	86.4%	85.8%	0.6%	Context only		



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A yellow L-shaped graphic element consisting of a horizontal line and a vertical line meeting at a right angle, positioned on the left side of the page.

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