

TRACKER

Prepared by the Office of Performance
Management and Innovation

2023



MassDOT's Annual Performance Report

Secretary and CEO | Monica Tibbits-Nutt



A Letter from the Secretary

We are pleased to file the enclosed report, in compliance with Section 6 of Chapter 25 of the Acts of 2009 (An Act Modernizing the Transportation System of the Commonwealth), which requires that the Massachusetts Department of Transportation (MassDOT) submit a yearly Performance Management Report to the members of the House and Senate Ways and Means Committees and the Joint Committee on Transportation.

MassDOT's annual Performance Management Report summarizes the agency's performance for Fiscal Year 2023 (July 2022 through June 2023). It is organized by division (Aeronautics, Highway, Rail and Transit, and Registry of Motor Vehicles) and the MBTA. Over the past year, the Office of Performance Management & Innovation has worked closely with each division to update this report with current data.

As citizens of the Commonwealth transition to more healthy and sustainable modes of transport, we have started to see recovery of MBTA ridership which increased 14.8% in FY23. By the spring of FY23, 54,000 passenger miles were in bus priority corridors or queue jumps on an average weekday, a 42.1 percent increase from 38,000 passenger miles in the spring of FY22. The Bus Priority network continues to grow, including extensions and new pilot Bus Priority Lanes in Somerville and Boston.

Regional Transit Authorities also saw a 20% jump in ridership, providing 21 million unlinked passenger trips. There were also substantial ridership increases on Massachusetts passenger rail lines, along the Knowledge Corridor – the Vermonter, Hartford Line, and Valley Flyer services – have exceeded FY19 ridership by 23%, increasing from 135,758 annual riders to 170,314 riders. From FY22 alone Hartford Line ridership increased by 29%, and the Vermonter increased by 36%.

MassDOT and the MBTA had some successes in the areas of climate and resiliency this year. While MBTA ridership increased in FY23, the MBTA's total GHG emissions in kilograms of carbon dioxide equivalent decreased. The majority of the MBTA bus fleet is now comprised of hybrid diesel/electric buses (65%). This is in addition to the 16% buses that are powered by compressed natural gas (CNG). FY23 also saw 12,511 charging sessions at MassDOT-owned charging stations across various service plazas and Park & Rides statewide, saving approximately 165 metric tons of carbon dioxide emissions. Another approximately 2200 metric tons of carbon dioxide emissions were avoided from the renewable energy generated by the eight solar projects previously installed at MassDOT sites.

In FY23, as the Registry of Motor Vehicles prepared for the increase in customers expected due to Working Family Mobility Act, the average number of days to get a road test (Class D) dropped from 39 days in 2022 to 25 days in 2023. There are now 289 municipalities registered for Complete Street funding.

In addition to the enclosed report, the Office of Performance Management & Innovation has an interactive, web-based version of Tracker to provide more detailed information about MassDOT's performance. The website allows a wider audience to access and engage with Tracker and increases interest in how MassDOT is tracking its performance. You can view the site at www.massdottracker.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Tibbits-Nutt', with a stylized flourish at the end.

Monica Tibbits-Nutt
Secretary and CEO

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Introduction

Tracker is the annual report card of the Massachusetts Department of Transportation (MassDOT) for 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 2023 (July 2022 through June 2023); 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: www.massdottracker.com.

MassDOT Performance Goals

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

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



Customer Experience

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



Safety

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



System Condition

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



Budget and Capital Performance

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



Healthy and Sustainable Transportation

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

Division Performance

MassDOT is always aiming to improve performance across all agency divisions. Every year, performance is measured against targets set to ideal goals for the divisions. The initial target-setting process was conducted in 2016 by MassDOT in conjunction with the MAP-21 target-setting time frame, and two-year, four-year, and aspirational long-term targets were established to measure progress towards agency goals for Fiscal Year 2018 (FY18), FY20, and beyond. Every two years, targets are reassessed and adjusted based on availability of new data, trends that are emerging in performance, and recently established objectives.

FY23 was the second year of measuring performance against the targets set in the FY22 target-setting process. Progress towards the short-term targets for FY24 and long-term targets for FY26 are shown in the scorecards in this report. Highlights for the performance of each division are below. For FY24, MassDOT will be performing another process of target-setting to reassess the performance measures for each division and align with the strategic priorities of the agency. Please note that while most measures are captured on the Fiscal Year, some are captured on the Calendar Year (CY) or Federal Fiscal Year (FFY) time periods. These measures are noted on the scorecards.

Highway Division

FY23 was a productive year for the Highway Division. There were increases in both the number of construction contracts completed (128) and number of contracts in construction phase (542) compared to FY22 (111 and 341, respectively). Progress continues to be made in improving conditions for other modes of travel beyond driving, continuing to encourage the increases seen in walking and biking. Additional municipalities were registered for Complete Streets, bringing the total to 289 municipalities in the Commonwealth.

Although progress has been made in many areas, roadway safety continues to be an area of concern. This reporting period saw the highest number of pedestrian fatalities and overall roadway fatalities seen since MassDOT began publishing Tracker a decade ago. While this phenomenon is not unique to Massachusetts, the rising number of roadway fatalities is an alarming concern.

For more information go to <https://www.massdottracker.com/wp/category/divisions/highway/>

Registry of Motor Vehicles (RMV)

Customer experience at the RMV continues to be an area of focus for performance evaluation. The RMV continues to use an appointment-based reservation system for Service Centers. In FY23, customers waited an average of 19 days to obtain a Service Center appointment. This is an increase from 11 days in FY22. Lower frontline staffing at Service Centers in FY23 likely contributed to this increase.

Though customers faced longer waits to get a Service Center appointment, progress was made in the experience for customers who called the Contact Center. The average wait time for callers was 29 minutes, consistent with performance in FY22 (28 minutes) and greatly improved from FY21 (48 minutes). Calls abandoned by customers decreased to 51% in FY23, from 55% in FY22. There also continues to be a large portion of transactions completed outside Service Centers, with 68% of license transactions and 84% of registration transactions completed through other methods (online, phone, AAA, Electronic Vehicle Registration, and mail transactions).

For more information go to <https://www.massdottracker.com/wp/category/divisions/rmv/>

Rail and Transit Division

Across the board, the Regional Transit Authorities (RTAs) in FY23 saw steady increases in usage compared to FY22. Collectively, the RTAs provided 20.9 million unlinked passenger trips in FY23, a 20% increase from FY22. Similarly, 1.6 million trips were provided by paratransit services operated by the RTAs, a 19% increase from FY22.

While there were steady gains in ridership, similar gains were not seen in revenues. Seven of the RTAs saw modest improvements in farebox recovery, and the rest had either consistent performance or declines in farebox recovery.

MassDOT Rail is developing a new Asset Management Plan for publication in 2024, to replace the previous plan developed in 2019. The targets in this report were set based on the 2019 Plan, and every year the Division aims to improve the condition of system assets. The share of assets inspected in FY23 increased for three of the four primary system asset types, which reflects improvements in productivity as the Division emerges from the effects of the COVID-19 pandemic. Overall, conditions improved or remained stable for most of these assets. There were also notable gains in ridership for the Amtrak Vermonter and Hartford services through the Knowledge Corridor, which MassDOT supports.

For more information go to <https://www.massdottracker.com/wp/category/divisions/rail-transit/>

Aeronautics Division

In FY23, the performance of the Aeronautics Division improved in several of its metrics compared to FY22 within the areas of safety, budget, capital performance, and system condition. The Division saw increases in project completion rates on time and on budget, percent of aircraft registered, percent of aircraft registered electronically, airport safety and emergency management training attendance rate. FY23 was closed out by the Division with a 98% disbursement rate for their capital program spending.

For more information go to <https://www.massdottracker.com/wp/category/divisions/aeronautics/>

Massachusetts Bay Transportation Authority

In FY23, the MBTA continued to build on some of the gains made in FY22 in ridership. 233 million trips were made on the MBTA in FY23, a 15% increase from the 203 million trips in FY22 and nearly doubling the 119 million trips in FY21. With this increase in ridership came an accompanying increase in fare revenue. Fare revenue in FY23 was \$376 million, a \$54 million increase from FY22.

21% of the FY23 operating funds came from fare revenue, an increase from 19% in FY22 but still significantly lower than pre-pandemic levels (43% in FY19). In the previous two fiscal years, the MBTA received relief funding from the federal government under the Coronavirus Aid, Relief, and Economic Security (CARES) Act and Coronavirus Response and Relief Supplemental Appropriation Act (CRRSAA) to offset the decreased fare revenue. Without additional relief in FY23, the MBTA saw a drop in net revenue of over \$800 million, from \$816 million net revenue in FY22 to \$14 million in FY23.

Diesel busses make up a much smaller proportion of the overall bus fleet. In FY23, 18% of the bus fleet were diesel, compared to 37% in FY22, a reduction of 19 percentage points. Meanwhile, hybrid busses now make up 65% of the fleet, compared to 48% in FY22. As sustainability continues to become more urgent of an issue with every year, the MBTA will continue efforts to reduce greenhouse gas emissions for FY24 and beyond.

For more information go to <https://www.massdottracker.com/wp/category/divisions/mbta/>


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


2023 SCORECARD

► HIGHWAY DIVISION - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (CY22)	CY21	2024 Target	2026 Target	Long Term Target
 <p>Safety</p>	Fatalities in Roadway Work Zones (Five-Year Rolling Average)	5.4	5.4	towards zero	towards zero	0
	Number of Bicycle Fatalities (Five-Year Rolling Average)	6.6	7.2	towards zero	towards zero	0
	Number of Fatalities (Actual)	439	415	towards zero	towards zero	0
	Number of Fatalities (Five-Year Rolling Average)	378	359	377	362	0
	Number of Motorcycle Fatalities (Five-Year Rolling Average)	60	58	towards zero	towards zero	0
	Number of Non-Motorist Serious Injuries and Fatalities (Five-Year Rolling Average)	480	468	445	435	0
	Number of Pedestrian Fatalities (Five-Year Rolling Average)	76	70	towards zero	towards zero	0
	Number of Serious Injuries (Five-Year Rolling Average)	2,708	2,625	2,708	2,603	0
	Rate of Fatalities per 100 Million VMT (Five-Year Rolling Average)	0.62	0.59	0.61	0.54	0
	Rate of Serious Injuries per 100 Million VMT (Five-Year Rolling Average)	4.42	4.3	4.36	3.91	0

► HIGHWAY DIVISION - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (CY21)	CY20
 Customer Experience	Average Commute Time (5-Year ACS Estimate)	29.6	30
	Percentage of workers aged 16 and over who commute by bicycle	1%	1%
	Percentage of workers aged 16 and over who commute by carpool	7%	7%
	Percentage of workers aged 16 and over who commute by driving alone	66%	68%
	Percentage of workers aged 16 and over who commute by public transportation	8%	10%
	Percentage of workers aged 16 and over who commute by taxicab, motorcycle, or other means	1%	1%
	Percentage of workers aged 16 and over who commute by walking	5%	5%
	Percentage of workers aged 16 and over who work from home	12%	8%

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	2024 Target	2026 Target	Long Term Target
 Healthy and Sustainable Transportation	CO2 Reduction From Solar Energy Generated (Tons)	2,220	2,335	Context Only		
	GHG Avoided Through Electric Charging Station Sessions (Metric Tons)	165	96.2			
	Number of Complete Streets Policies Approved	257	256	300	315	351
	Number of Electric Charging Station Sessions	12,511	13,020	Context Only		
	Number of Municipalities Registered for Complete Streets	289	282	305	325	351

► HIGHWAY DIVISION - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	2024 Target	2026 Target	Long Term Target
 Budget and Capital Performance	Number of Construction Contracts Completed in Year	128	111	Context Only		
	Number of Contracts in Construction Phase	542	341			
	Number of Contracts Planned for Next Year	71	83			
	Percent of Contracts Completed On or Under Budget	74%	79%	80%	80%	80%
	Percent of Contracts Completed On Time	63%	70%	75%	75%	75%
	Percent of STIP Projects Advertised in Year	93% (FFY23)	85%	90%	90%	95%
 System Condition	Failed or Missing Curb Ramps	3432	3,605	3,250	3,000	0
	Pavement Repair Backlog (Lane Miles)	2,284 (FFY22)	2,208	Context Only		
	Percent of Deck Area in Good Condition (NHS only)	16%	17%	16%	16%	16%
	PSI - Interstate (Percent in Good and Excellent Condition)	87% (FFY22)	91%	88%	88%	95%
	PSI - Interstate (Percent in Poor Condition)	2% (FFY22)	1%	3%	3%	1%
	PSI - Non-Interstate (Percent in Good and Excellent Condition)	71% (FFY22)	70%	70%	70%	75%
	PSI - Non-Interstate (Percent in Poor Condition)	9.7% (FFY22)	10%	10%	10%	5%
	Statewide Bridge Condition (Percent of Poor Bridges)	9%	8%	10%	10%	8%
	Structurally Deficient Deck Area (NHS only)	12%	12%	12%	11%	8%


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.




Registry of Motor Vehicles 2023 SCORECARD

► RMV - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22 [†]	FY21
 Customer Experience	Average Number of Days to Get a CDL Appointment	6 days	7 days	9 days
	Average Number of Days to Get a Hearing	13 days	15 days	-
	Average Number of Days to Get a Road Test (Class D, Competency, Interlock)	25 days	39 days	42 days
	Average Number of Days to Get a Road Test (Motorcycle)	27 days	41 days	41 days
	Average Number of Days to Wait for a Service Center Appointment	19 days	11 days	9 days
	Contact Center Initial Email Response (day)	1 day	1 day	-
	Contact Center Percent of Calls Abandoned	51%	55%	53%
	Contact Center Wait Time (Average Speed of Answer in Minutes)	29 mins	28 mins	46 mins
	Percent of People That Have a REAL ID	53%	43%	31%
	Percent of System Wide License Transactions Conducted Online	49%	51%	57%
	Percent of System Wide License Transactions Conducted Outside of Service Centers	68%	68%	72%
	Percent of System Wide Registration Transactions Conducted Online	45%	44%	44%
	Percent of System Wide Registration Transactions Conducted Outside of Service Centers	84%	85%	86%
	Total Volume of Road Tests Administered	208,485	207,457	198,913
	Vehicle Title - Percent of Title Issues that are Fraud Related	0.07%	0.08%	-

[†]FY22 numbers were recalculated to correct a methodological error and therefore differ from what was reported in Tracker 2022



► RMV - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22 [†]	FY21
 Safety	Ignition Interlock Program - Percent of IID Participants with a Violation	8.9%	8.0%	7.0%
	Motorcycle Education for Measure - percent of the motorcycle licenses issued during fiscal year that had drivers education	70%	76%	82%
	MRB Citations - High Priority Average Processing Time (days)	1 day	1 day	1 day
	MRB Citations - Remaining Average Processing Time (days)	2 days	1 day	2 days
	Overdue Vehicle Inspections*	24%	25%	26%
	Percent of 18+ Customers who Passed a Road Test Exam - First Attempt (CDL)	43%	44%	42%
	Percent of 18+ Customers who Passed a Road Test Exam - First Attempt (Class D, Competency, Interlock)	55%	57%	64%
	Percent of 18+ Customers who Passed a Road Test Exam - First Attempt (Motorcycle)	87%	86%	88%
	Percent of CDL Suspensions*	4.3%	4.0%	3.9%
	Percent of Citations Submitted via Ecitation	72%	63%	51%
	Percent of Failed Vehicle Inspections Due to Safety	4.2%	4.0%	4.0%
	Percent of High Priority OOS Mail that Out of State Unit Processed Within the Next Business Day	96%	98%	99%
	Percent of JOL Customers who Passed a Road Test Exam - First Attempt (Class D, Competency, Interlock)	82%	84%	89%
	Percent of Low Priority OOS Mail that Out of State Unit Processed Within 5 Business Days	100%	100%	99%
	Total DCU Hearings Volume (General, Public Safety, Vehicular Homicide, Interlock)	84,307	66,009	134,338
	Total Volume of License Suspensions	110,663	115,922	91,584

*Metric has updated methodology from prior years, therefore, values may not match prior Tracker publications

[†]FY22 numbers were recalculated to correct a methodological error and therefore differ from what was reported in Tracker 2022

► RMV - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22 [†]	FY21
 Safety	Violations for 18+ Customers (No Driver Education) - Percentage of Total Violations	70%	69%	69%
	Violations for JOL Customers - Percentage of Total Violations	1.7%	2.0%	2.0%
	Volume of High Priority OOS Mail that MRB Processed Within the Next Business Day	3,897	5,462	4,343
	Volume of Low Priority OOS Mail that MRB Processed Within 5 Business Days	38,340	43,265	59,785
 Healthy and Sustainable Transportation	Percent of Failed Vehicle Inspections Due to Emissions	4.2%	4.0%	4.0%
	Percent of Vehicles That Are Hybrid/Electric	4.9%	3.2%	2.9%


[†]FY22 numbers were recalculated to correct a methodological error and therefore differ from what was reported in Tracker 2022


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 and Transit Division 2023 SCORECARD

► BROCKTON AREA TRANSIT (BAT) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	10	6	10
	Injuries (Paratransit)	1	0	4
	Injuries per 100K UPT (Fixed Route Bus)	0.6	0.7	0.4
	Injuries per 100K UPT (Paratransit)	0.9	0.0	2.3
	Injury Rate per Million VRM (Fixed Route Bus)	8.7	8.0	7.6
	Injury Rate per Million VRM (Paratransit)	2.0	0.0	5.9
	Safety Event Rate per Million VRM (Fixed Route Bus)	2.6	2.7	4.6
	Safety Event Rate per Million VRM (Paratransit)	2.0	0.0	5.9
	Total Safety Events (Fixed Route Bus)	3	3	6
	Total Safety Events (Paratransit)	1	0	4

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	99.7%	100.0%	97.0%
	On-Time Performance (Paratransit)	84.7%	90.0%	88.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.9%	100.0%	99.0%


► BROCKTON AREA TRANSIT (BAT) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	13.8%	13.0%	12.5%
	Farebox Recovery Ratio (Paratransit)	24.8%	24.0%	20.0%
	Operating Expense per VRH (Fixed Route Bus)	\$110.61	\$131.40	\$75.00
	Operating Expense per VRH (Paratransit)	\$79.49	\$68.98	\$147.65
	Operating Expense per VRM (Fixed Route Bus)	\$10.61	\$10.11	\$10.89
	Operating Expense per VRM (Paratransit)	\$7.28	\$7.65	\$75.00
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	1,748,136	1,372,594	1,413,772
	Annual Ridership (Paratransit)	111,099	101,025	102,815
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	14.3%	16.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	15.8	15.8	16.0
	Unlinked Passenger Trips per VRH (Paratransit)	2.4	2.0	2.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.5	1.2	1.2
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.2	0.0

► BROCKTON AREA TRANSIT (BAT) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 <p>System Condition</p>	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	50%	50%	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	50%	38%	50%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	2%	2%	3%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	25%	25%	25%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	7%	11%	8%

► BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	3	1	4
	Injuries (Paratransit)	0	1	0
	Injuries per 100K UPT (Fixed Route Bus)	0.6	0.3	0.7
	Injuries per 100K UPT (Paratransit)	0.0	5.2	0
	Injury Rate per Million VRM (Fixed Route Bus)	3.4	1.2	4.2
	Injury Rate per Million VRM (Paratransit)	0.0	5.6	0
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.1	2.4	3.2
	Safety Event Rate per Million VRM (Paratransit)	4.2	5.6	0
	Total Safety Events (Fixed Route Bus)	1	2	3.2
	Total Safety Events (Paratransit)	1	1	0

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	86.8%	81.0%	91.8%
	On-Time Performance (Paratransit)	92.3%	97.0%	96.3%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	98.7%	100.0%	96.8%


► BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.3%	9.0%	8.4%
	Farebox Recovery Ratio (Paratransit)	6.4%	9.0%	6.6%
	Operating Expense per VRH (Fixed Route Bus)	\$122.52	\$125.38	\$45.67
	Operating Expense per VRH (Paratransit)	\$62.94	\$46.89	\$135.73
	Operating Expense per VRM (Fixed Route Bus)	\$6.53	\$6.95	\$7.71
	Operating Expense per VRM (Paratransit)	\$5.03	\$3.93	\$45.67
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	486,016	391,921	492,313
	Annual Ridership (Paratransit)	23,948	19,420	18,978
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	57.0%	48.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	10.2	8.5	9.6
	Unlinked Passenger Trips per VRH (Paratransit)	1.3	1.3	1.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.5	0.5	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

► BERKSHIRE REGIONAL TRANSIT AUTHORITY (BRTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 <p>System Condition</p>	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	80%	100%	100%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0%	100%	75%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	13%	27%	11%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0%	19%	44%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	0%	0%	100%

► CAPE ANN TRANSPORTATION AUTHORITY (CATA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	0	1
	Injuries (Paratransit)	0	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0.0	0.0	0.5
	Injuries per 100K UPT (Paratransit)	0.0	0.0	3.6
	Injury Rate per Million VRM (Fixed Route Bus)	0.0	0.0	4.8
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	8.2
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.0	0.0	4.8
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.0	8.2
	Total Safety Events (Fixed Route Bus)	0	0	1
	Total Safety Events (Paratransit)	0	0	1

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	100%	100%	100%
	On-Time Performance (Paratransit)	100%	100%	100%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100%	100%	100%


► CAPE ANN TRANSPORTATION AUTHORITY (CATA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	3.2%	3.0%	2.6%
	Farebox Recovery Ratio (Paratransit)	12.7%	5.0%	2.2%
	Operating Expense per VRH (Fixed Route Bus)	\$118.44	\$109.28	\$86.55
	Operating Expense per VRH (Paratransit)	\$49.02	\$74.75	\$123.42
	Operating Expense per VRM (Fixed Route Bus)	\$10.44	\$8.11	\$8.72
	Operating Expense per VRM (Paratransit)	\$3.46	\$5.24	\$86.55
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	118,769	181,151	103,000
	Annual Ridership (Paratransit)	52,419	36,402	22,028
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	1.0%	0.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	5.5	6.1	6.4
	Unlinked Passenger Trips per VRH (Paratransit)	3.0	2.7	2.0
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.5	0.5	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.2	0.2

► CAPE ANN TRANSPORTATION AUTHORITY (CATA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	100%	0%	100%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	48%	48%	30%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	64%	31%	17%

► CAPE COD REGIONAL TRANSIT AUTHORITY (CCRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	1	8
	Injuries (Paratransit)	0	0	4
	Injuries per 100K UPT (Fixed Route Bus)	0.0	0.2	0.2
	Injuries per 100K UPT (Paratransit)	0.0	0.0	0.3
	Injury Rate per Million VRM (Fixed Route Bus)	0.0	0.6	0.6
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	0.1
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.0	0.6	1.2
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.0	0.2
	Total Safety Events (Fixed Route Bus)	0	1	16
	Total Safety Events (Paratransit)	0	0	8

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	89.2%	90.0%	74.8%
	On-Time Performance (Paratransit)	95.8%	93.0%	93.4%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	100.0%	100.0%



► CAPE COD REGIONAL TRANSIT AUTHORITY (CCRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	4.4%	6.0%	10.5%
	Farebox Recovery Ratio (Paratransit)	6.4%	6.0%	7.0%
	Operating Expense per VRH (Fixed Route Bus)	\$94.10	\$84.45	\$25.53
	Operating Expense per VRH (Paratransit)	\$83.56	\$75.55	\$63.82
	Operating Expense per VRM (Fixed Route Bus)	\$4.99	\$4.44	\$5.27
	Operating Expense per VRM (Paratransit)	\$6.80	\$6.02	\$25.53
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	556,199	449,598	622,374
	Annual Ridership (Paratransit)	167,691	154,109	415,539
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	0.0%	0.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	6.3	5.1	6.1
	Unlinked Passenger Trips per VRH (Paratransit)	1.9	1.8	1.9
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.3	0.3	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.1	0.1



► CAPE COD REGIONAL TRANSIT AUTHORITY (CCRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0%	0%	10%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	5%	0%	19%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	10%	10%	11%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	0%	-	Context Only


► FRANKLIN REGIONAL TRANSIT AUTHORITY (FRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	0%	100%	100%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0%	0%	14%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	100%	50%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	-	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	23%	47%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	40%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	41%	0%	20%
 Customer Experience	On-Time Performance (Fixed Route Bus)	-	0.0%	90.0%
	On-Time Performance (Paratransit)	90.5%	89.0%	92.8%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	93.5%	75.0%	99.0%

► FRANKLIN REGIONAL TRANSIT AUTHORITY (FRTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	0.0%	8.0%
	Farebox Recovery Ratio (Paratransit)	4.2%	4.0%	13.0%
	Operating Expense per VRH (Fixed Route Bus)	\$111.14	\$112.73	\$58.77
	Operating Expense per VRH (Paratransit)	\$94.91	\$87.51	\$100.84
	Operating Expense per VRM (Fixed Route Bus)	\$4.52	\$5.01	\$5.07
	Operating Expense per VRM (Paratransit)	\$6.33	\$6.35	\$58.77
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	96,309	56,774	125,539
	Annual Ridership (Paratransit)	35,081	24,356	24,178
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	0.0%	7.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	5.9	4.1	6.3
	Unlinked Passenger Trips per VRH (Paratransit)	2.0	1.6	1.5
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.2	0.2	0.3
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

► GREATER ATTLEBORO-TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	1	3
	Injuries (Paratransit)	0	2	2
	Injuries per 100K UPT (Fixed Route Bus)	0.0	0.3	0.4
	Injuries per 100K UPT (Paratransit)	0.0	0.9	0.6
	Injury Rate per Million VRM (Fixed Route Bus)	0.0	0.9	2.6
	Injury Rate per Million VRM (Paratransit)	0.0	1.3	1.1
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.0	0.9	2.6
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.7	1.1
	Total Safety Events (Fixed Route Bus)	0	1	3
	Total Safety Events (Paratransit)	0	1	2

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	Percent of Scheduled Trips Operated (Fixed Route Bus)	100.0%	99.0%	97.0%


► GREATER ATTLEBORO-TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	5.3%	6.0%	12.2%
	Farebox Recovery Ratio (Paratransit)	4.8%	4.0%	6.1%
	Operating Expense per VRH (Fixed Route Bus)	\$134.60	\$110.75	\$63.85
	Operating Expense per VRH (Paratransit)	\$74.96	\$75.17	\$82.00
	Operating Expense per VRM (Fixed Route Bus)	\$7.38	\$5.97	\$4.48
	Operating Expense per VRM (Paratransit)	\$5.21	\$5.93	\$63.85
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	451,465	385,009	611,633
	Annual Ridership (Paratransit)	256,395	215,364	308,314
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	21.0%	21.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	7.52	6.36	8.05
	Unlinked Passenger Trips per VRH (Paratransit)	2.07	1.82	2.29
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.41	0.34	0.43
	Unlinked Passenger Trips per VRM (Paratransit)	0.14	0.14	0.18

► GREATER ATTLEBORO-TAUNTON REGIONAL TRANSIT AUTHORITY (GATRA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	33%	33%	0%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	29%	29%	29%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	3%	3%	10%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	8%	0%	22%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	6%	13%	2%

► LOWELL REGIONAL TRANSIT AUTHORITY (LRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	2	2	2
	Injuries (Paratransit)	0	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0.3	0.3	0.1
	Injuries per 100K UPT (Paratransit)	0.0	0.0	1.8
	Injury Rate per Million VRM (Fixed Route Bus)	2.1	1.8	1.5
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	2.4
	Safety Event Rate per Million VRM (Fixed Route Bus)	5.2	3.6	1.5
	Safety Event Rate per Million VRM (Paratransit)	0.0	2.3	2.4
	Total Safety Events (Fixed Route Bus)	5	4	2
	Total Safety Events (Paratransit)	0	1	1

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	91.6%	88.0%	86.0%
	On-Time Performance (Paratransit)	94.9%	95.0%	96.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.9%	100.0%	99.9%


► LOWELL REGIONAL TRANSIT AUTHORITY (LRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.7%	9.0%	4.9%
	Farebox Recovery Ratio (Paratransit)	3.5%	4.0%	3.9%
	Operating Expense per VRH (Fixed Route Bus)	\$128.53	\$110.98	\$97.34
	Operating Expense per VRH (Paratransit)	\$58.86	\$66.98	\$113.38
	Operating Expense per VRM (Fixed Route Bus)	\$8.42	\$7.57	\$7.65
	Operating Expense per VRM (Paratransit)	\$4.66	\$5.03	\$97.34
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	707,785	703,350	552,405
	Annual Ridership (Paratransit)	80,426	72,507	47,222
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	6.0%	6.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	11.3	9.3	7.2
	Unlinked Passenger Trips per VRH (Paratransit)	2.1	2.2	1.9
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.7	0.6	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.2	0.2

► LOWELL REGIONAL TRANSIT AUTHORITY (LRTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	50%	33%	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	50%	13%	50%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	0%	5%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	41%	40%	53%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	100%	0%	100%

► MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	2	1	5
	Injuries (Paratransit)	1	0	5
	Injuries per 100K UPT (Fixed Route Bus)	0.6	0.3	1.0
	Injuries per 100K UPT (Paratransit)	0.3	0.0	1.0
	Injury Rate per Million VRM (Fixed Route Bus)	2.3	1.2	7.5
	Injury Rate per Million VRM (Paratransit)	1.1	0.0	2.0
	Safety Event Rate per Million VRM (Fixed Route Bus)	2.3	1.2	7.5
	Safety Event Rate per Million VRM (Paratransit)	0.6	0.0	2.0
	Total Safety Events (Fixed Route Bus)	2	1	5
	Total Safety Events (Paratransit)	1	0	5

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	99.1%	0.0%	98.0%
	On-Time Performance (Paratransit)	96.1%	99.0%	98.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	98.8%	100.0%	100.0%


► MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	7.4%	7.0%	12.0%
	Farebox Recovery Ratio (Paratransit)	19.0%	20.0%	20.1%
	Operating Expense per VRH (Fixed Route Bus)	\$135.57	\$133.10	\$82.80
	Operating Expense per VRH (Paratransit)	\$107.98	\$102.67	\$113.54
	Operating Expense per VRM (Fixed Route Bus)	\$8.10	\$8.44	\$7.39
	Operating Expense per VRM (Paratransit)	\$6.80	\$6.55	\$82.80
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	342,259	297,794	429,908
	Annual Ridership (Paratransit)	246,732	227,029	337,692
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	4.4%	5.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	6.5	5.7	7.7
	Unlinked Passenger Trips per VRH (Paratransit)	2.3	2.3	9.1
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.4	0.4	0.5
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.2

► MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	8%	18%	12%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	5%	5%	10%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	3%	0%	10%

► MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MEVA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	0	0	30
	Injuries (Paratransit)	0	0	30
	Injuries per 100K UPT (Fixed Route Bus)	0.0	0.0	0.3
	Injuries per 100K UPT (Paratransit)	0.0	0.0	1.4
	Injury Rate per Million VRM (Fixed Route Bus)	0.0	0.0	2.0
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	2.0
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.0	0.0	2.1
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.0	2.1
	Total Safety Events (Fixed Route Bus)	0	0	31
	Total Safety Events (Paratransit)	0	0	31

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	79.4%	79.0%	84.0%
	On-Time Performance (Paratransit)	96.6%	98.0%	97.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.9%	99.0%	99.8%


► MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MEVA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	3.0%	5.9%
	Farebox Recovery Ratio (Paratransit)	0.0%	4.0%	6.3%
	Operating Expense per VRH (Fixed Route Bus)	\$121.55	\$112.06	\$50.25
	Operating Expense per VRH (Paratransit)	\$56.49	\$58.28	\$97.27
	Operating Expense per VRM (Fixed Route Bus)	\$11.33	\$10.12	\$8.86
	Operating Expense per VRM (Paratransit)	\$3.39	\$3.40	\$50.25
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	1,792,290	1,198,037	1,039,184
	Annual Ridership (Paratransit)	86,556	62,767	53,344
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	12.0%	17.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	12.8	9.3	7.8
	Unlinked Passenger Trips per VRH (Paratransit)	1.6	1.7	1.7
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.2	0.8	0.7
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

► MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MEVA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100%	100%	100%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	8%	0%	8%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	0%	5%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	13%	0%	0%

► METROWEST REGIONAL TRANSIT AUTHORITY (MWRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	3	0	12
	Injuries (Paratransit)	0	0	8
	Injuries per 100K UPT (Fixed Route Bus)	0.9	0.0	3.1
	Injuries per 100K UPT (Paratransit)	0.0	0.0	4.3
	Injury Rate per Million VRM (Fixed Route Bus)	2.9	0.0	1.0
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	1.0
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.9	2.0	1.3
	Safety Event Rate per Million VRM (Paratransit)	1.3	0.0	1.3
	Total Safety Events (Fixed Route Bus)	2	2	15
	Total Safety Events (Paratransit)	1	0	10

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	96.7%	98.0%	99.0%
	On-Time Performance (Paratransit)	98.2%	97.0%	99.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	98.8%	99.0%	99.0%



► METROWEST REGIONAL TRANSIT AUTHORITY (MWRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	1.0%	0.0%	10.0%
	Farebox Recovery Ratio (Paratransit)	0.5%	0.0%	3.0%
	Operating Expense per VRH (Fixed Route Bus)	\$81.47	\$77.49	\$103.71
	Operating Expense per VRH (Paratransit)	\$90.75	\$88.25	\$85.42
	Operating Expense per VRM (Fixed Route Bus)	\$5.71	\$5.52	\$6.08
	Operating Expense per VRM (Paratransit)	\$8.10	\$6.92	\$103.71
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	326,235	209,304	322,181
	Annual Ridership (Paratransit)	146,796	116,387	100,000
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	90.0%	0.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	4.5	3.0	4.0
	Unlinked Passenger Trips per VRH (Paratransit)	2.1	1.9	1.9
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.3	0.2	0.3
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.2	0.1



► METROWEST REGIONAL TRANSIT AUTHORITY (MWRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	50%	42%	50%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (AO - Automobile)	100%	-	100%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	21%	21%	21%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	0%	0%	0%


► NANTUCKET REGIONAL TRANSIT AUTHORITY (NRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100%	-	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	0%	0%	33%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	79%	68%	37%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	100%	50%	50%
 Customer Experience	On-Time Performance (Fixed Route Bus)	96.0%	97.0%	100.0%
	On-Time Performance (Paratransit)	99.6%	100.0%	100.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	96.6%	100.0%	100.0%

► NANTUCKET REGIONAL TRANSIT AUTHORITY (NRTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	20.7%	21.0%	41.0%
	Farebox Recovery Ratio (Paratransit)	0.9%	0.0%	0.4%
	Operating Expense per VRH (Fixed Route Bus)	\$94.51	\$92.02	\$650.00
	Operating Expense per VRH (Paratransit)	\$121.73	\$288.31	\$175.00
	Operating Expense per VRM (Fixed Route Bus)	\$8.57	\$7.52	\$16.25
	Operating Expense per VRM (Paratransit)	\$20.53	\$38.60	\$650.00
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	241,842	226,924	175,000
	Annual Ridership (Paratransit)	2,309	1,254	425
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	0.0%	20.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	8.7	7.9	8.1
	Unlinked Passenger Trips per VRH (Paratransit)	1.7	1.5	1.3
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.8	0.7	0.7
	Unlinked Passenger Trips per VRM (Paratransit)	0.3	0.2	0.2

► PIONEER VALLEY TRANSIT AUTHORITY (PVTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	5	0	-
	Injuries (Paratransit)	0	0	-
	Injuries per 100K UPT (Fixed Route Bus)	0.1	0.0	-
	Injuries per 100K UPT (Paratransit)	0.0	0.0	-
	Injury Rate per Million VRM (Fixed Route Bus)	1.1	0.0	-
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	-
	Safety Event Rate per Million VRM (Fixed Route Bus)	0.4	0.0	-
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.0	-
	Total Safety Events (Fixed Route Bus)	2	0	-
	Total Safety Events (Paratransit)	0	0	-

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	72.6%	75.0%	75.0%
	On-Time Performance (Paratransit)	97.4%	95.0%	95.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.9%	100.0%	100.0%


► PIONEER VALLEY TRANSIT AUTHORITY (PVTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	11.6%	10.0%	10.0%
	Farebox Recovery Ratio (Paratransit)	5.9%	7.0%	7.0%
	Operating Expense per VRH (Fixed Route Bus)	\$127.63	\$116.51	\$63.30
	Operating Expense per VRH (Paratransit)	\$66.33	\$63.34	\$116.10
	Operating Expense per VRM (Fixed Route Bus)	\$8.86	\$8.51	\$8.50
	Operating Expense per VRM (Paratransit)	\$4.48	\$4.28	\$63.30
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	6,902,780	6,079,372	6,350,000
	Annual Ridership (Paratransit)	177,300	150,074	163,000
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	21.0%	14.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	21.9	17.7	18.6
	Unlinked Passenger Trips per VRH (Paratransit)	1.4	1.4	1.4
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.5	1.3	1.4
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

► PIONEER VALLEY TRANSIT AUTHORITY (PVTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 <p>System Condition</p>	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	56%	100%	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	56%	80%	44%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (AB - Articulated Bus)	0%	0%	32%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	33%	32%	32%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	48%	39%	47%

► SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	1	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0.6	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	3	0	8
	Injuries (Paratransit)	0	0	1
	Injuries per 100K UPT (Fixed Route Bus)	0.1	0.0	0.3
	Injuries per 100K UPT (Paratransit)	0.0	0.0	1.4
	Injury Rate per Million VRM (Fixed Route Bus)	1.9	0.0	5.2
	Injury Rate per Million VRM (Paratransit)	0.0	0.0	1.9
	Safety Event Rate per Million VRM (Fixed Route Bus)	1.3	1.2	5.2
	Safety Event Rate per Million VRM (Paratransit)	0.0	0.0	1.9
	Total Safety Events (Fixed Route Bus)	2	2	8
	Total Safety Events (Paratransit)	0	0	1

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	86.0%	84.0%	85.0%
	On-Time Performance (Paratransit)	95.6%	95.0%	98.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	99.7%	99.0%	99.9%



► SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	9.2%	9.0%	8.8%
	Farebox Recovery Ratio (Paratransit)	3.4%	4.0%	3.2%
	Operating Expense per VRH (Fixed Route Bus)	\$145.29	\$134.66	\$128.58
	Operating Expense per VRH (Paratransit)	\$131.31	\$128.98	\$130.29
	Operating Expense per VRM (Fixed Route Bus)	\$11.50	\$10.22	\$10.31
	Operating Expense per VRM (Paratransit)	\$8.57	\$8.06	\$128.58
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	2,285,921	2,016,128	2,203,516
	Annual Ridership (Paratransit)	89,662	83,014	74,036
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	0.0%	0.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	18.4	16.0	21.6
	Unlinked Passenger Trips per VRH (Paratransit)	2.0	2.0	1.9
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.5	1.2	1.7
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1



► SOUTHEASTERN REGIONAL TRANSIT AUTHORITY (SRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	100%	67%	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	45%	59%	50%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	50%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	42%	47%	25%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	39%	36%	25%


► MARTHA'S VINEYARD TRANSIT AUTHORITY (VTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 System Condition	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	36%	44%	5%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	12%	3%	13%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	20%	0%	60%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	100%	100%	100%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (VN - Van)	67%	100%	67%
 Customer Experience	On-Time Performance (Fixed Route Bus)	92.9%	97.0%	96.0%
	On-Time Performance (Paratransit)	86.9%	91.0%	93.0%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	87.4%	87.0%	96.0%

► MARTHA'S VINEYARD TRANSIT AUTHORITY (VTA) - 2023 SCORECARD



Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	24.2%	30.0%	26.5%
	Farebox Recovery Ratio (Paratransit)	11.0%	21.0%	4.0%
	Operating Expense per VRH (Fixed Route Bus)	\$111.31	\$87.98	\$130.00
	Operating Expense per VRH (Paratransit)	\$115.91	\$120.02	\$92.00
	Operating Expense per VRM (Fixed Route Bus)	\$7.00	\$5.48	\$5.25
	Operating Expense per VRM (Paratransit)	\$8.11	\$8.38	\$130.00
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	899,699	772,214	550,000
	Annual Ridership (Paratransit)	10,266	7,976	5,500
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	58.0%	50.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	14.4	12.6	12.5
	Unlinked Passenger Trips per VRH (Paratransit)	2.0	1.7	1.4
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	0.9	0.8	0.9
	Unlinked Passenger Trips per VRM (Paratransit)	0.1	0.1	0.1

► WORCESTER REGIONAL TRANSIT AUTHORITY (WRTA) - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (CY22)	CY21	Short Term Target
 Safety	Fatalities (Fixed Route Bus)	0	0	0
	Fatalities (Paratransit)	0	0	0
	Fatality Rate per Million VRM (Fixed Route Bus)	0	0	0
	Fatality Rate per Million VRM (Paratransit)	0	0	0
	Injuries (Fixed Route Bus)	8	3	10
	Injuries (Paratransit)	0	1	1
	Injuries per 100K UPT (Fixed Route Bus)	0.2	0.0	0.3
	Injuries per 100K UPT (Paratransit)	0.0	1.0	0.5
	Injury Rate per Million VRM (Fixed Route Bus)	3.9	0.0	5.1
	Injury Rate per Million VRM (Paratransit)	0.0	1.4	0.8
	Safety Event Rate per Million VRM (Fixed Route Bus)	3.9	1.5	4.6
	Safety Event Rate per Million VRM (Paratransit)	0.0	1.4	0.8
	Total Safety Events (Fixed Route Bus)	8	3	9
	Total Safety Events (Paratransit)	0	1	1

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Customer Experience	On-Time Performance (Fixed Route Bus)	78.9%	80.0%	83.0%
	On-Time Performance (Paratransit)	87.8%	89.0%	92.5%
	Percent of Scheduled Trips Operated (Fixed Route Bus)	98.4%	99.0%	99.6%



► WORCESTER REGIONAL TRANSIT AUTHORITY (WRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 Budget and Capital Performance	Farebox Recovery Ratio (Fixed Route Bus)	0.0%	0.0%	8.6%
	Farebox Recovery Ratio (Paratransit)	0.7%	0.0%	8.6%
	Operating Expense per VRH (Fixed Route Bus)	\$141.95	\$132.68	\$123.18
	Operating Expense per VRH (Paratransit)	\$120.04	\$128.15	\$139.68
	Operating Expense per VRM (Fixed Route Bus)	\$11.61	\$11.21	\$12.21
	Operating Expense per VRM (Paratransit)	\$7.49	\$8.44	\$123.18
 Healthy and Sustainable Transportation	Annual Ridership (Fixed Route Bus)	3,935,481	3,064,750	2,200,962
	Annual Ridership (Paratransit)	137,167	97,779	99,099
	Percent of Fleet Using Alternative Fuels (Fixed Route Bus)	28.0%	26.0%	Context Only
	Percent of Fleet Using Alternative Fuels (Paratransit)	0.0%	0.0%	Context Only
	Unlinked Passenger Trips per VRH (Fixed Route Bus)	23.4	18.0	14.3
	Unlinked Passenger Trips per VRH (Paratransit)	2.4	2.1	1.9
	Unlinked Passenger Trips per VRM (Fixed Route Bus)	1.9	1.5	1.2
	Unlinked Passenger Trips per VRM (Paratransit)	0.2	0.1	0.1


► WORCESTER REGIONAL TRANSIT AUTHORITY (WRTA) - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	Short Term Target
 <p>System Condition</p>	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Autos)	50%	50%	50%
	Equipment - Percent of Service Vehicles That Have Met or Exceeded Their Useful Life Benchmark (Trucks)	63%	100%	50%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Administrative/ Maintenance Facilities)	0%	0%	0%
	Facility - Percent of Facilities Rated Below 3 on the Condition Scale (Passenger/ Parking Facilities)	0%	0%	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (BU - Bus)	19%	-	0%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (CU - Cutaway)	16%	38%	11%
	Percent of Revenue Vehicles That Have Met or Exceeded Their Useful Life Benchmark (MV - Minivan)	100%	100%	100%

► RAIL DIVISION - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	2024 Target	2026 Target	Long Term Target
 Budget and Capital Performance	Capital Budget Spent	81%	59%	90%	90%	95%
	Hartford Line Ridership	135,141	97,338	Context Only		
	Vermonter Ridership	35,173	25,842			
 Safety	Number of Derailments - Per 1,000 Track Miles (Five Year Rolling Average)	3.7	4.0	0	0	0
	Number of Highway-Rail Incidents - Per 1,000 Grade Crossings (Five Year Rolling Average)	10.2	9.0	0	0	0
	Number of Reported Hazmat Incidents - Per 1,000 Track Miles (Five Year Rolling Average)	0.9	1.2	0	0	0

► RAIL DIVISION - 2023 SCORECARD

Performance Goal	Performance Measure	Current Performance (FY23)	FY22	2024 Target	2026 Target	Long Term Target
 System Condition	Bridge (Percent Good and Excellent Condition)	21%	24%	39%	45%	85%
	Bridge (Percent Poor and Non-Operable)	8%	7%	3%	2%	1%
	Culvert (Percent Good and Excellent Condition)	13%	12%	15%	26%	85%
	Culvert (Percent Poor and Non-Operable)	12%	12%	9%	7%	1%
	Grade Crossing (Percent Good and Excellent Condition)	59%	56%	62%	65%	85%
	Grade Crossing (Percent Poor and Non-Operable)	1%	3%	1%	1%	1%
	Inspections by Asset Type - Bridge	97%	95%	100%	100%	100%
	Inspections by Asset Type - Culvert	88%	91%	100%	100%	100%
	Inspections by Asset Type - Grade Crossing	100%	95%	100%	100%	100%
	Inspections by Asset Type - Track Segment	100%	93%	100%	100%	100%
	Track Segment (Percent Good and Excellent Condition)	74%	62%	80%	82%	85%
	Track Segment (Percent Poor and Non-Operable)	0%	1%	1%	1%	1%





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



Aeronautics Division

2023 SCORECARD

► AERONAUTICS DIVISION - 2023 SCORECARD


Performance Goal	Performance Measure	Current Performance (FY23)	FY22	2024 Target	2026 Target	Long Term Target
 Budget and Capital Performance	Capital Budget Disbursement	98%	100%	95%	95%	100%
	Contracts Completed on Budget	95%	93%	92%	92%	92%
	Contracts Completed on Time	95%	94%	92%	92%	92%
 Customer Experience	Number of Departments Utilizing Drones	15	15	Context Only		
	Number of Drone Flights	952	940			
	Number of Drone Missions	358	347			
	Percent of Aircraft Registered	99%	84%	87%	87%	90%
	Percent of Aircraft Registered Electronically	90%	88%	Context Only		
 Safety	Airport Safety and Emergency Management Training Attendance Rate	100%	90%	75%	75%	75%
	Airport Safety Inspections Completed (CY22)	10	10	12	12	12
 System Condition	Pavement Condition (PCI)	71	71	72	72	72

The MBTA owns and operates one of the oldest and largest public transportation agencies in the US, serving 233 million trips in Fiscal Year 2023. The MBTA's services include bus, light rail, heavy rail, commuter rail, ferry, and paratransit.



Massachusetts Bay Transportation Authority 2023 SCORECARD


► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (CY22)	CY21	2023 Target
 Safety	Fatalities (Bus)	0	0	0
	Fatalities (Commuter Rail)	4	1	0
	Fatalities (Heavy Rail)	1	0	0
	Fatalities (Light Rail)	0	0	0
	Fatalities (The RIDE)	0	0	0
	Mainline Non-Revenue Train Derailments (Commuter Rail)	1	0	1
	Mainline Non-Revenue Train Derailments (Heavy Rail)	0	1	0
	Mainline Non-Revenue Train Derailments (Light Rail)	1	0	2
	Mainline Revenue Train Derailments (Commuter Rail)	0	0	1
	Mainline Revenue Train Derailments (Heavy Rail)	0	2	1
	Mainline Revenue Train Derailments (Light Rail)	1	0	2
	Mean Miles Between Failures (Bus)	18,718	28,638	29,500
	Mean Miles Between Failures (Heavy Rail)	55,222	44,617	44,500
	Mean Miles Between Failures (Light Rail)	6,618	7,780	7,650
	Mean Miles Between Failures (The RIDE)	27,575	26,334	62,500
	NTD Reportable Injuries (Bus)	277	264	286
	NTD Reportable Injuries (Heavy Rail)	202	184	180
	NTD Reportable Injuries (Light Rail)	104	88	79
	NTD Reportable Injuries (The RIDE)	20	29	27


► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (CY22)	CY21	2023 Target
 Safety	Rate of Collisions (Bus - Per 1M Revenue Miles)	74.78	58.6	60.08
	Rate of Collisions (Heavy Rail - Per 1M Revenue Miles)	2.42	1.31	0.88
	Rate of Collisions (Light Rail - Per 1M Revenue Miles)	5.37	4.53	2.86
	Rate of Fatalities (Bus - Per 1M Revenue Miles)	0	0	0
	Rate of Fatalities (Commuter Rail - Per 1M Revenue Miles)	3.7	0	0
	Rate of Fatalities (Heavy Rail - Per 1M Revenue Miles)	< 0.01	0	0
	Rate of Fatalities (Light Rail - Per 1M Revenue Miles)	0	0	0
	Rate of Fatalities (The RIDE - Per 1M Revenue Miles)	0	0	0
	Rate of NTD Reportable Injuries (Bus - Per 1M Revenue Miles)	12.7	11.01	12.23
	Rate of NTD Reportable Injuries (Heavy Rail - Per 1M Revenue Miles)	10.64	8.39	7.99
	Rate of NTD Reportable Injuries (Light Rail - Per 1M Revenue Miles)	17.44	16.6	14.35
	Rate of NTD Reportable Injuries (The RIDE - Per 1M Revenue Miles)	2.41	2.91	2.27
	Rate of Safety Events (Bus - Per 1M Revenue Miles)	4.54	3.71	4.21
	Rate of Safety Events (Heavy Rail - Per 1M Revenue Miles)	1.32	1.09	1.07
	Rate of Safety Events (Light Rail - Per 1M Revenue Miles)	5.53	3.21	4.94
	Rate of Safety Events (The RIDE - Per 1M Revenue Miles)	4.46	3.21	1.74
	Yard/Shop Train Derailments (Commuter Rail)	1	0	1
	Yard/Shop Train Derailments (Heavy Rail)	1	3	4
	Yard/Shop Train Derailments (Light Rail)	1	1	4


► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (FY23)	FY22	2022 Target	2024 Target	Long Term Target
 Budget and Capital Performance	Actual Total Expenses	\$2.32B	\$2.21B	\$2.35B	-	-
	Actual Total Expenses Growth Rate	5.2%	2.0%	Context Only		
	Actual Total Non-Operating Expenses (Debt Service)	\$491M	\$474M			
	Actual Total Non-Operating Revenues	\$1.89B	\$2.64B			
	Actual Total Operating Expenses	\$1.83B	\$1.73B			
	Actual Total Operating Revenues	\$446M	\$382M			
	Actual Total Revenues	\$2.34B	\$3.02B	\$2.77B	-	-
	Actual Total Revenues Growth Rate	-23%	14%	Context Only		
	Average Elapsed Days Between Advertising and NTP	126 days	113 days	130 days	130 days	130 days
	Fare Recovery Ratio	21%	19%	45%	-	50%
	Projects Completed On or Under Budget	20%	100%	Context Only		
	Projects Completed On or Under Time	40%	75%			
	Total CIP Spend	\$1.85B	\$1.61B	\$2.00B	-	-
	Total CIP Spend (Expansion)	\$325M	\$493M	\$548M	-	-
	Total CIP Spend (Reliability/Modernization)	\$1.53B	\$1.11B	\$1.45B	-	-
	Total Spend vs. CIP Spend Target	93%	61%	Context Only		


► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (FY23)	FY22	2022 Target	2024 Target	Long Term Target
 Budget and Capital Performance	Actual Closing Balance (Revenue - Expenses)	\$14M	\$816M	\$417M	-	-
	Actual Non-Operating Revenue Details (Other)	\$47M	\$988M	Context Only		
	Actual Non-Operating Revenue Details (State and Local)	\$1.84B	\$1.65B			
	Actual Operating Expense Details (Contracted Transit Services)	\$632M	\$583M			
	Actual Operating Expense Details (Materials and Services)	\$305M	\$288M			
	Actual Operating Expense Details (Other)	\$29M	\$25M			
	Actual Operating Expense Details (Wages and Benefits)	\$865M	\$838M			
	Actual Operating Expenses Growth Rate	5.6%	6.0%			
	Actual Operating Revenue Details (Fares)	\$376M	\$322M			
	Actual Operating Revenue Details (Other)	\$70M	\$60M			
	Actual Operating Revenues Growth Rate	17%	90%			


► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (FY23)	FY22	2022 Target	2024 Target	2026 Target	Long Term Target
 Customer Experience	Average Percent of Weekday Passenger Miles with Direct Benefit from Bus Priority Corridors	7.5%	5.7%	Context Only			
	Average Percent of Weekday Passenger Miles with Indirect Benefit from Bus Priority Corridors	60%	51%				
	Average Weekday Passenger Miles in Bus Priority Corridors	54,000	38,000				
	Bus Reliability (Key Bus)	78%	78%	80%	80%	80%	-
	Bus Reliability (Other Bus)	66%	69%	75%	75%	75%	-
	Bus Reliability (Silver Line)	81%	81%	80%	80%	80%	-
	Commuter Rail Reliability	91%	92%	90%	90%	90%	-
	Elevator Uptime	98.7%	98.6%	99.7%	99.7%	-	100%
	Ferry Reliability	100%	99%	97%	97%	97%	-
	Number of Other Priority PATI Bus Stops Constructed	11	92	Context Only			
	Number of Other Priority PATI Bus Stops Designed	35	100				
	Percent of Critical-Priority PATI Bus Stops Constructed	57%	37%	-	100%	100%	100%
	Percent of Critical-Priority PATI Bus Stops Designed	43%	39%	-	100%	100%	100%
	Percent of High-Priority PATI Bus Stops Constructed	24%	20%	-	25%	45%	100%
	Percent of High-Priority PATI Bus Stops Designed	51%	22%	-	30%	60%	100%
	Station Accessibility (Unweighted)	78.9%	77.8%	77.3%	81.4%	87.0%	100%
	Subway Reliability (Blue Line)	95%	96%	90%	90%	90%	-
	Subway Reliability (Green Line)	78%	79%	90%	90%	90%	-
	Subway Reliability (Orange Line)	92%	91%	90%	90%	90%	95%
	Subway Reliability (Red Line)	90%	90%	90%	90%	90%	95%
	The RIDE Reliability	88%	89%	90%	90%	90%	90%
	Total Active Bus Priority Miles	41.87	42.87	Context Only			
	Total Active Transit Signal Priority (TSP) Signals	91	86				

► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (FY23)	FY22	2024 Target
 System Condition	Facility Condition - Assets Scoring Lower Than 3 on TERM Scale (Administrative/Maintenance Facilities)	22.8%	35.0%	22.8%
	Facility Condition - Assets Scoring Lower Than 3 on TERM Scale (Passenger/Parking Facilities)	2.6%	6.0%	3.1%
	Non-Revenue Service Vehicle Condition - Beyond Useful Life (Transit and Commuter Rail)	48.5%	22.0%	50.8%
	Rolling Stock - Beyond Useful Life (Articulated Bus)	21.2%	0.0%	23.7%
	Rolling Stock - Beyond Useful Life (Bus)	20.0%	32.0%	17.3%
	Rolling Stock - Beyond Useful Life (Commuter Rail Coach)	7.5%	7.3%	6.8%
	Rolling Stock - Beyond Useful Life (Commuter Rail Locomotive)	22.9%	23.0%	22.9%
	Rolling Stock - Beyond Useful Life (Ferry)	0%	0%	0%
	Rolling Stock - Beyond Useful Life (Heavy Rail)	30.1%	53.0%	28.6%
	Rolling Stock - Beyond Useful Life (Light Rail)	40.5%	0.0%	40.5%
	Rolling Stock - Beyond Useful Life (Paratransit Automobile)	0%	0%	0%
	Rolling Stock - Beyond Useful Life (Paratransit Van)	0.0%	0.0%	25.1%
	Rolling Stock - Beyond Useful Life (Vintage Trolley)	100%	100%	100%
	Track Condition - Miles with Speed Restrictions (Commuter Rail)	3%	3%	4%
	Track Condition - Miles with Speed Restrictions (Heavy Rail)	13.2%	7.0%	17.2%
	Track Condition - Miles with Speed Restrictions (Light Rail)	7.4%	2.0%	15.6%

► MBTA - 2023 SCORECARD

Performance Goal	Performance Metric	Current Performance (FY23)	FY22	2022 Target	2024 Target	2026 Target	Long Term Target
 Healthy and Sustainable Transportation	Bus Fleet Composition (Compressed Natural Gas - CNG)	16%	15%	Context Only			
	Bus Fleet Composition (Diesel)	18%	37%				
	Bus Fleet Composition (Electric)	0.5%	0.4%	-	3.1%	13.7%	100%
	Bus Fleet Composition (Hybrid)	65%	48%	Context Only			
	Percent Reduction in Greenhouse Gas Emissions from 2009 Baseline	44%	42%	-	-	20%	50%
	Rate of Greenhouse Gas Emissions (kg CO2e Per UPT)	1.02	1.21	Context Only			
	Ridership (UPT)	233,094,592	202,597,697				
	Total Greenhouse Gas Emissions (kg CO2e)	237,759,082	244,188,484				



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