



Tracker 2020

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Background on MassDOT Performance Reporting

- Federal and state legislation requires MassDOT to continuously track and report on the performance of the state's transportation system
 - **Chapter 25 of the Acts of 2009** requires MassDOT to publish an annual performance report that must include specific performance measures and targets
 - Federal transportation legislation such as Moving Ahead for Progress in the 21st Century (MAP-21) and Fixing America's Surface Transportation (FAST) Act further require MassDOT to report on performance measures using a specific framework that includes two-year and four-year targets
- Tracker aims to respond to these requirements by creating a report card for our stakeholders, including state and local elected officials, DOT administrators, and all who use and rely on our network
- Tracker development is coordinated with CIP process to align investment and performance goals



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TRACKER

MassDOT's Annual Performance Report

OVERVIEW

Published by the Office of Performance Management and Innovation (OPMI), **Tracker** contains a summary of key performance indicators and targets for the MBTA and the MassDOT Highway, Registry of Motor Vehicles, Rail and Transit, and Aeronautics divisions. Tracker improves accountability, demonstrates progress in infrastructure and service performance, and informs future investment strategies.

PROCESS

Target Setting (every 2 years)
Evaluate measures and set new targets

Data Collection and Analysis
Work with departments to analyze fiscal year data

Drafting and Publishing
Develop accessible digital and print assets



PERFORMANCE GOALS

- Customer Experience
- System Condition
- Budget and Capital Performance
- Safety
- Healthy and Sustainable Transportation

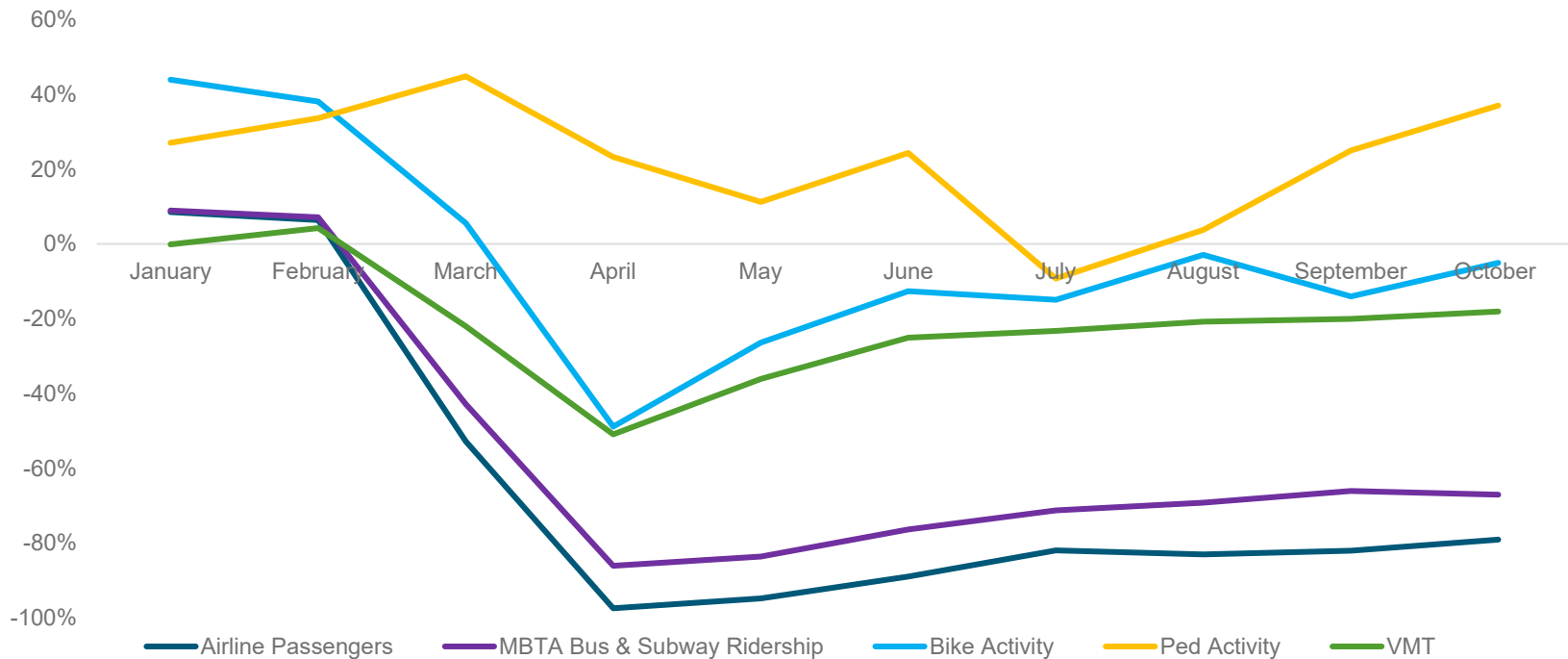
MILESTONES

- 2015** Established baselines for performance measures
- 2016** Developed 2-year, 4-year, and long-term targets
- 2018** Tracker goes online; targets updated
- 2019** Tracker online with improved website structure
- 2020** New measures developed; targets updated



Impacts of COVID-19 on Transportation

2019 vs 2020 Statewide Transportation Activity



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Bike Activity, Ped Activity, VMT from Streetlight; Airline Passengers from Massport

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Impacts of COVID-19 on Performance Reporting

- Last four months of FY20 (March - June) impacted by COVID-19 pandemic
- Tracker reports annual totals typically, but due to the pandemic, changes were made for select measures:
 - Partial year reporting
 - Reporting performance pre-pandemic and during-pandemic
 - Omitted reporting for measures that could not be tabulated
- MassDOT divisions and MBTA saw a variety of impacts to performance:
 - Ridership, fare recovery ratio for MBTA and RTAs impacted
 - Operational changes for RMV resulted in new measure development (shift from Service Center wait times to appointment-based system)
 - Asset management performance measures less impacted
- Tracker 2020 includes summary section on COVID-19 impacts to divisions
- Specific COVID-19 impacts also detailed throughout divisions sections



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What's new in Tracker 2020?

- Despite impacts of COVID-19, new measures were developed to advance key goals area
- **Safety Performance Measures**
 - **RMV:** Expanded safety measures, including vehicle inspections, suspensions
 - **Highway:** Distracted Driving Citations and Speeding Violations
 - **MBTA & RTAs:** Safety measures now align with federally required Agency Safety Plans
- **Bicycle and Pedestrian Performance Measures**
 - **Highway Division:** Based on 2019 Statewide Plans, new measures include infrastructure inventories, infrastructure quality, mode share, and BMT/PMT
- **Environment/Climate Performance Measures**
 - **MBTA:** Alternative fuel use in fleet; GHG emissions
 - **RTAs:** Alternative fuel use in fleet
 - **RMV:** Electric/hybrid personal vehicles
 - **Highway:** MassDOT electric charging station usage, solar energy generated



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What's new in Tracker 2020?

- **Other Key Additions:**

- **Aeronautics:** Drone program measures, including flights, missions, departments/agencies served
- **Rail Division:** First-ever targets for asset condition measures and inspections
- **RTAs:** Individual scorecards, with targets aligning with state MOUs and federally required plans
- **MBTA:** Transit priority program measures, including miles of bus lanes, passenger miles receiving direct and indirect benefits of transit priority



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Looking Ahead to Tracker 2021

- Reassess targets as needed, based on trajectory of recovery from pandemic
- Rethink baselines for select measures – what is the “new normal”
- Integrate equity measures into Tracker
- Think about measuring transportation system performance as whole, along with performance within divisions



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<https://www.massdottracker.com>



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