

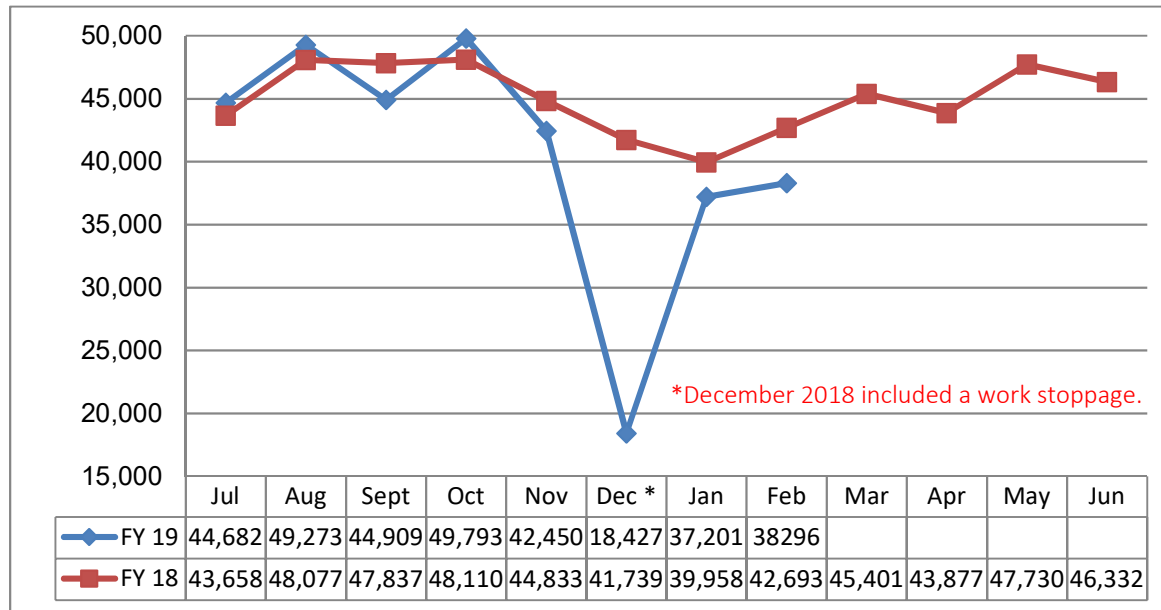


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – February 28, 2019

Fixed Route Ridership *



Maintenance Statistics

	FY 19	FY 18	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	95,754.66	64,336.93	26,945.52

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
4.92	2.52	2.40

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.54 %	91.75%	- 0.21 %

Scheduled Trips Adherence

Trips Operated	100.00 %
Trips Not Operated	0.00 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	3,928	4,668	- 740
Mobility Devices	1080	1328	- 248

Customers Per Revenue Mile

FY 19	FY 18	Difference
0.52	0.55	- 0.03

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.35	1.40	- 1.05

