

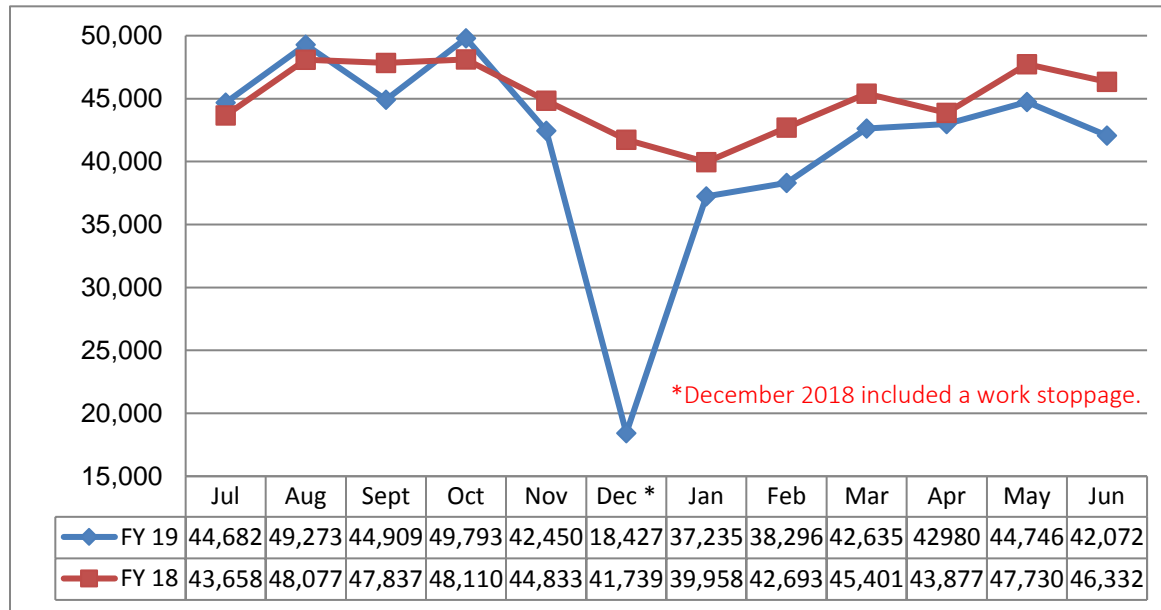


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – June 30, 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	86,162.01	74,882.61	11,279.40

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
3.82	2.59	1.23

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.08 %	93.00 %	-1.92 %

Scheduled Trips Adherence

Trips Operated	99.87 %
Trips Not Operated	0.13 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	5,654	7,069	- 1,415
Mobility Devices	1,737	2,019	- 282

Customers Per Revenue Mile

FY 19	FY 18	Difference
0.58	0.56	0.02

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.34	1.03	- 0.69

