

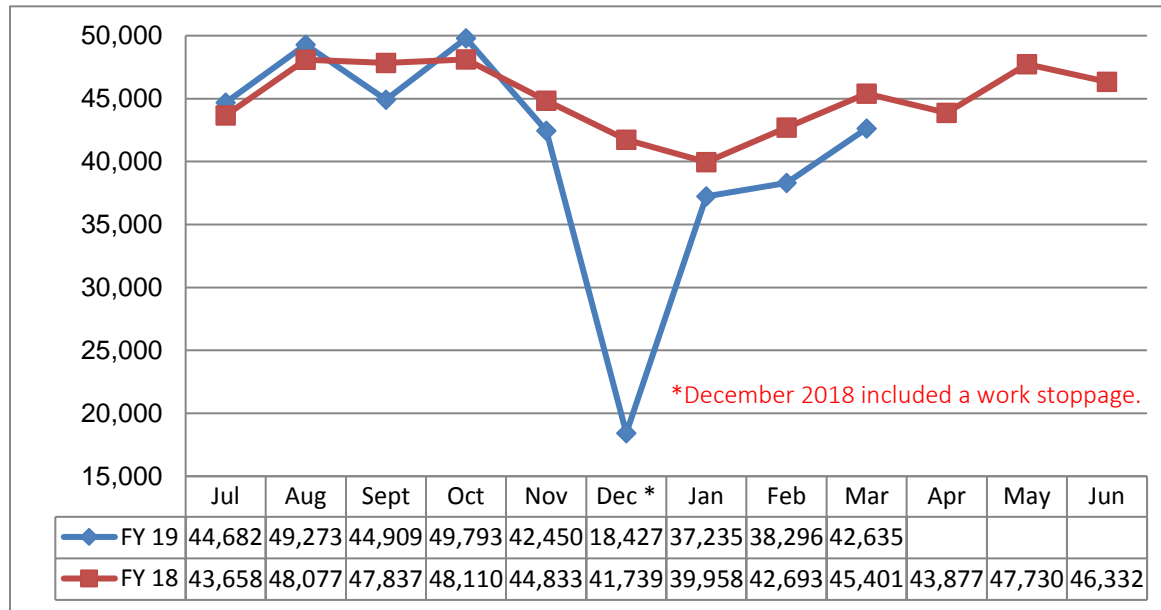


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – March 31, 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	109,014.76	72,853.57	36,161.19

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
4.35	2.24	2.11

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.58 %	91.78 %	- 0.20 %

Scheduled Trips Adherence

Trips Operated	99.86 %
Trips Not Operated	0.14 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	4,156	5,043	- 887
Mobility Devices	1,218	1,455	- 237

Customers Per Revenue Mile

FY 19	FY 18	Difference
0.56	0.55	0.01

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.31	1.24	- 0.93

