

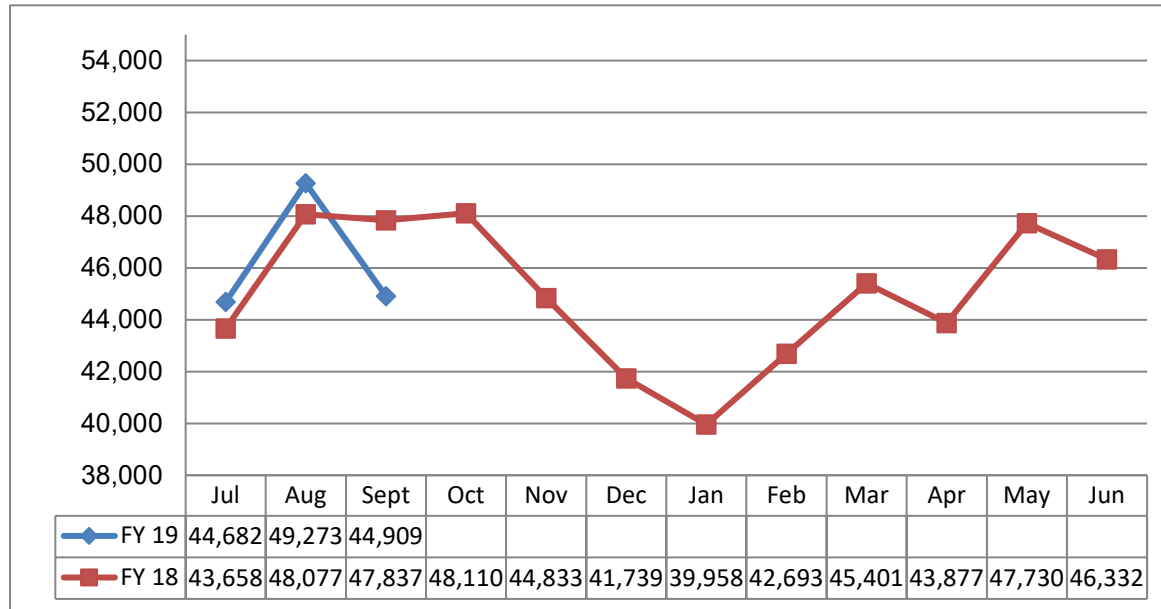


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 - September 30, 2018

Fixed Route Ridership



Maintenance Statistics

	FY 19	FY 18	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	78,574.37	34,898.21	43,676.16

Customer Complaints per 100k Passengers (Valid)

FY 19	FY 18	Difference
3.60	4.30	- 0.70

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.34 %	91.33 %	0.01 %

Scheduled Trips Adherence

Trips Operated	99.39%
Trips Not Operated	0.61%

Passengers with Bikes or Mobility Devices

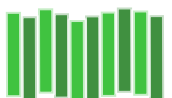
	FY 19	FY 18	Difference
Bikes	2,233	2,600	- 367
Mobility Devices	498	658	-160

Passengers Per Revenue Mile

FY 19	FY 18	Difference
0.59	0.57	+ 0.02

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.42	1.23	- 0.81



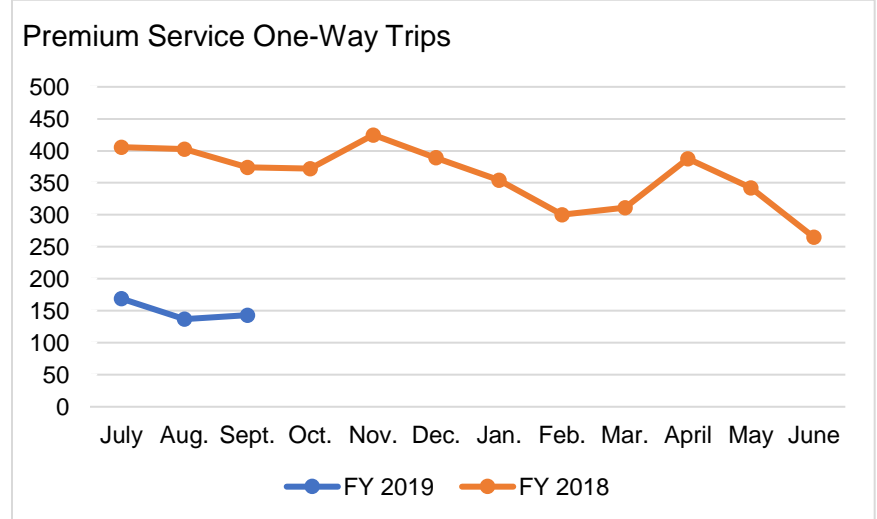
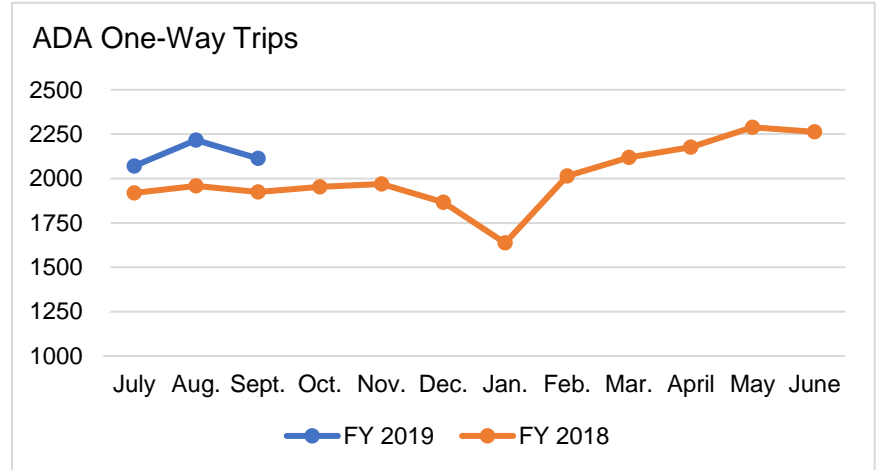
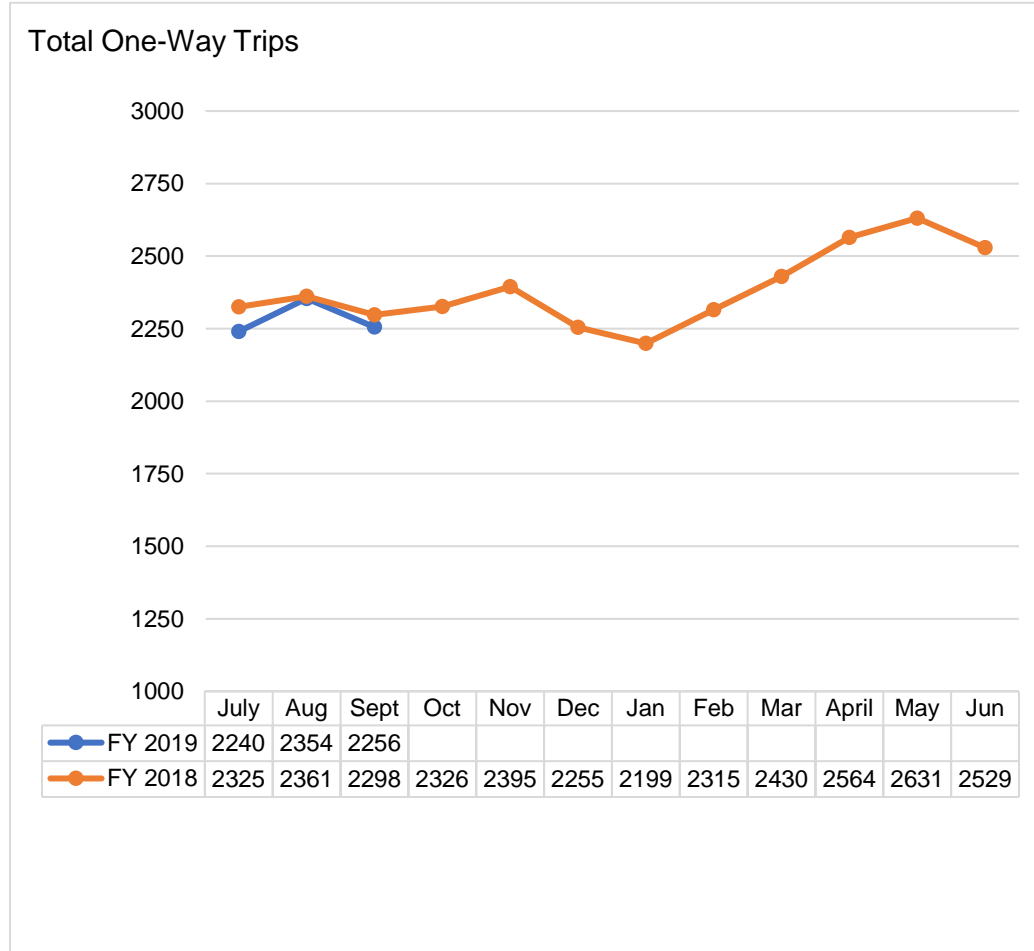


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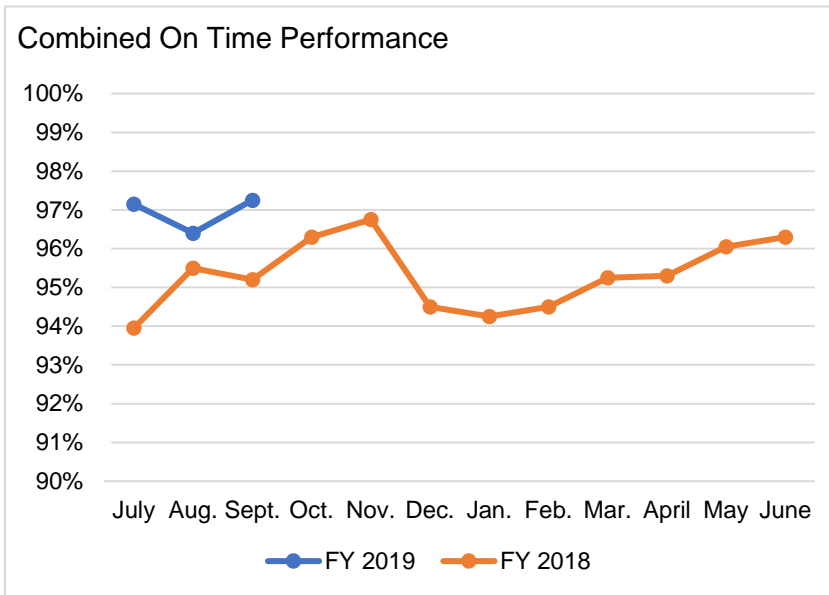
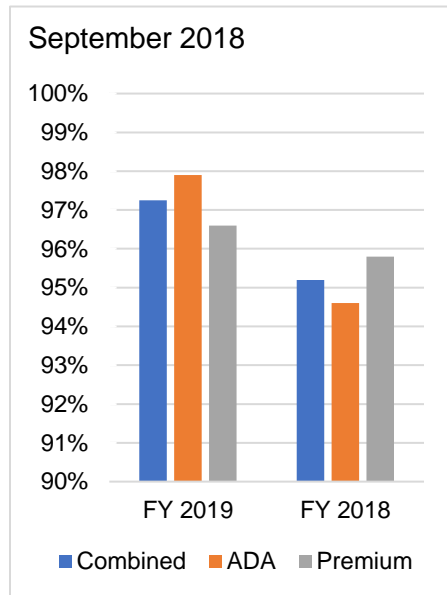
Paratransit Service Performance

September 2018

Ridership Trends by Category



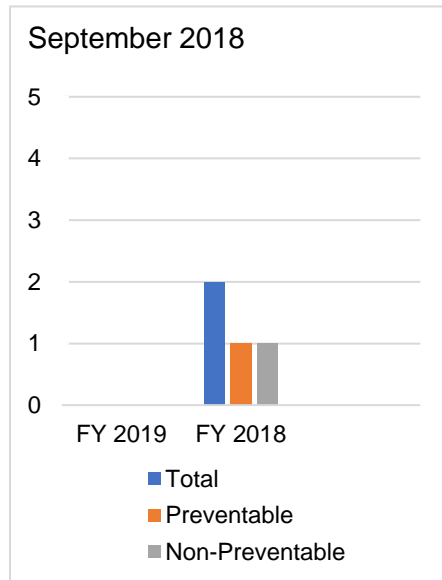
On Time Performance



Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.		0	
Nov.		2	
Dec.		2	
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	0	8	- 8

Accidents (Total)



Preventable Accidents

Month	FY 19	FY 18	Change
July	1	1	0
Aug.	1	2	-1
Sept.	0	1	-1
Oct.		0	
Nov.		1	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	2	6	-4

Passengers with Mobility Devices

