

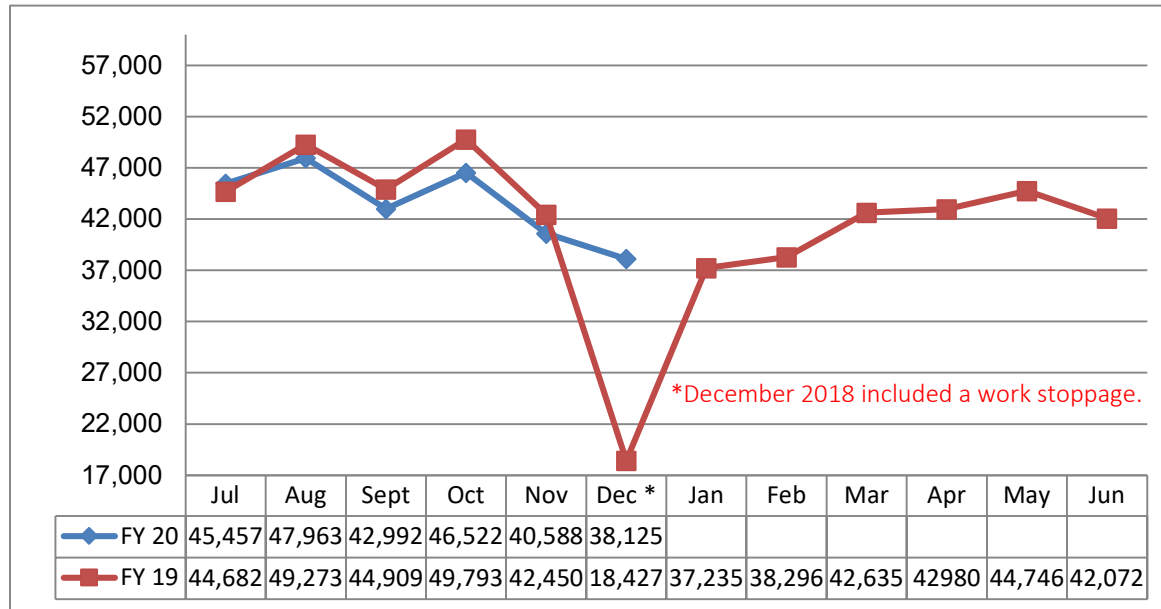


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

### July 1, 2019 – December 31, 2019

#### Fixed Route Ridership \*



#### Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	250,658.75	211,940.48	+ 38,718.27

#### Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.88	2.64	+ 4.24

#### On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.03 %	91.33 %	- 0.30 %

#### Scheduled Trips Adherence

Trips Operated	99.59 %
Trips Not Operated	0.41 %

#### Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	2,915	3,427	- 512
Mobility Devices	1,407	870	+537

#### Customers Per Revenue Mile

FY 20	FY 19	Difference
0.54	0.59	- 0.06

#### Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.60	0.47	+0.13

