

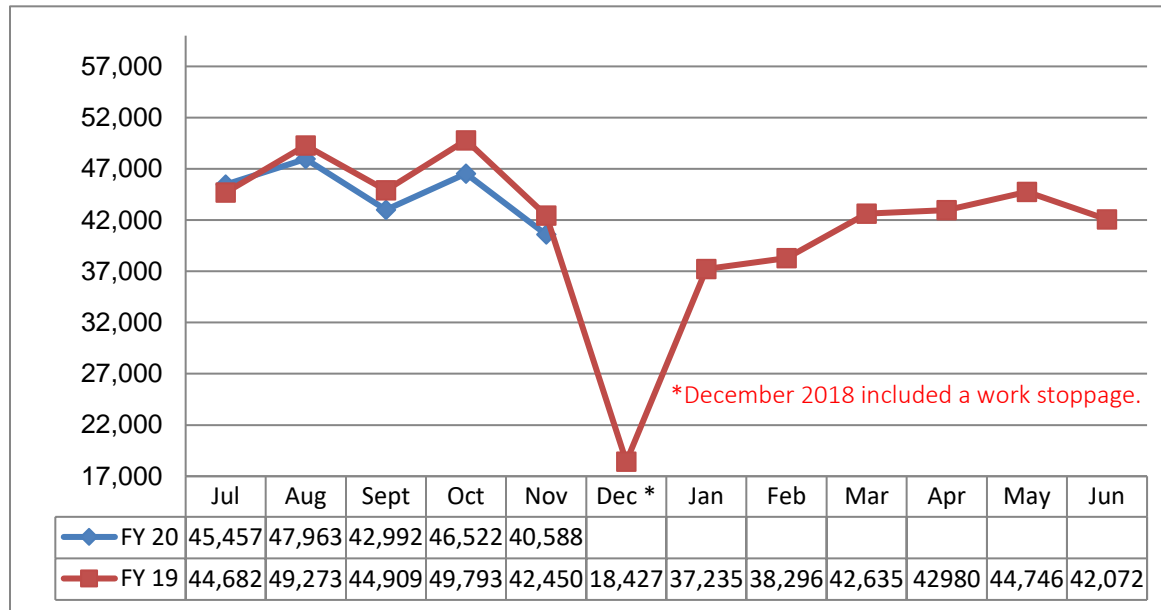


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – November 30, 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	207,772.35	129,929.11	+ 74,843.24

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.26	2.04	+ 4.22

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.31 %	91.71 %	- 0.86 %

Scheduled Trips Adherence

Trips Operated	99.58 %
Trips Not Operated	0.42 %

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	2,647	3,270	- 623
Mobility Devices	1,221	805	+416

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.53	0.58	- 0.05

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.48	0.51	- 0.03

