

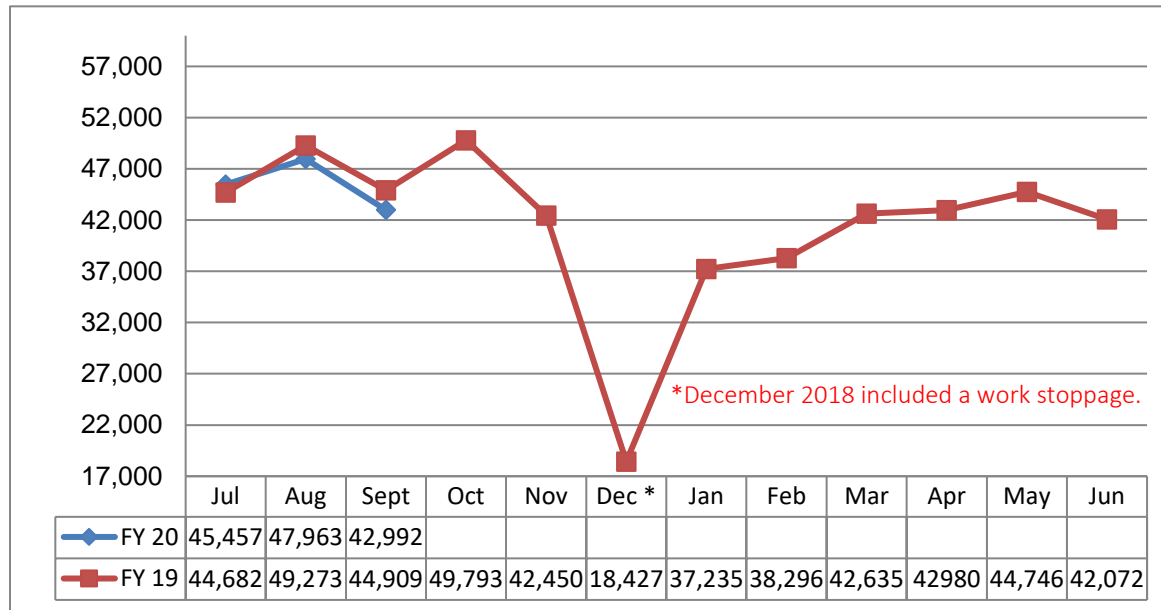


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – September 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	125,012.85	78,574.37	+46,438.48

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
7.33	3.60	+ 3.73

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.07 %	91.34 %	- 1.27 %

Scheduled Trips Adherence

Trips Operated	99.17 %
Trips Not Operated	0.83 %

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	1,824	2,233	- 409
Mobility Devices	743	498	+ 295

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.54	0.59	- 0.05

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.40	0.00	+0.40

