

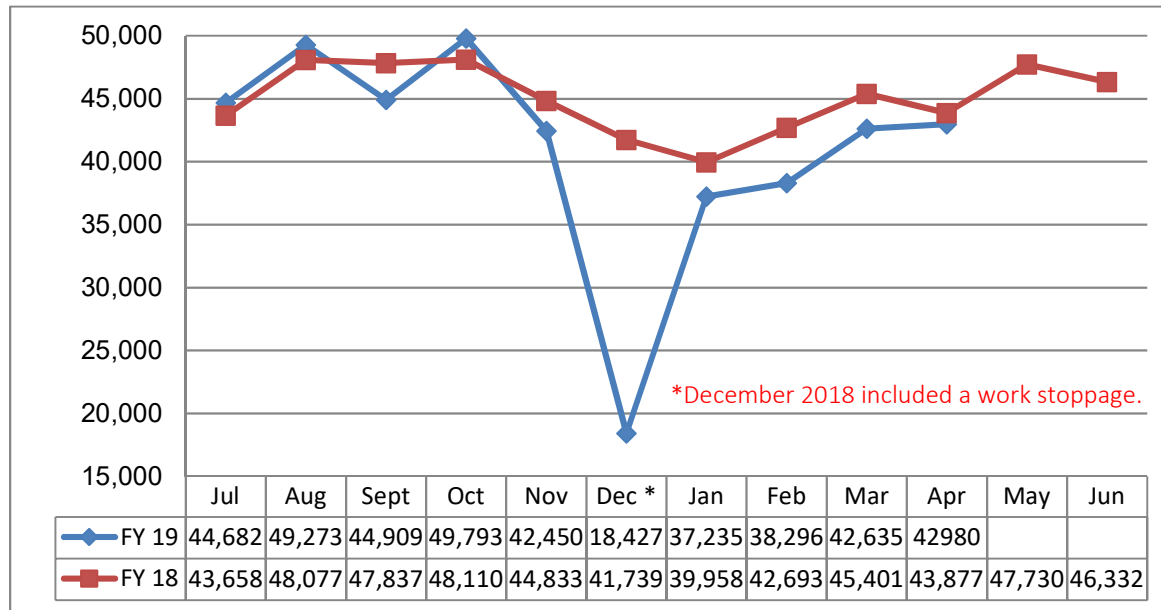


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – April 30, 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	91,832.18	80,962.16	10,870.02

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
3.90	2.24	1.66

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.61 %	91.90 %	-0.29 %

Scheduled Trips Adherence

Trips Operated	99.54 %
Trips Not Operated	0.46 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	4,554	5,473	- 919
Mobility Devices	1,383	1,602	- 219

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
0.41	1.24	- 0.83

