



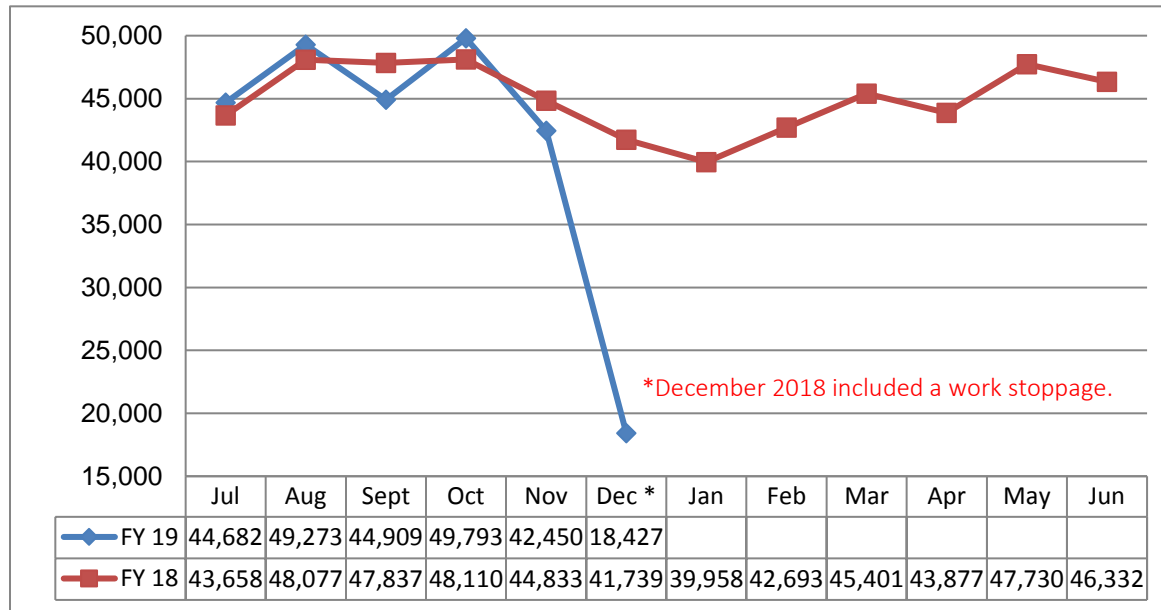
Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – December 31, 2018

*December 2018 included a work stoppage. Marked categories only account for data on service days which were unaffected by the work stoppage.

Fixed Route Ridership *



On-time Performance *

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.59%	91.67 %	- 0.08 %

Scheduled Trips Adherence *

Trips Operated	99.03 %
Trips Not Operated	0.97 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	3,427	4,227	- 800
Mobility Devices	870	1,135	- 265

Maintenance Statistics

	FY 19	FY 18	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	211,940.48	48,449	163,491.48

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
4.00	3.28	0.72

Customers Per Revenue Mile *

FY 19	FY 18	Difference
0.59	0.57	0.02

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.47	0.57	- 0.10

