

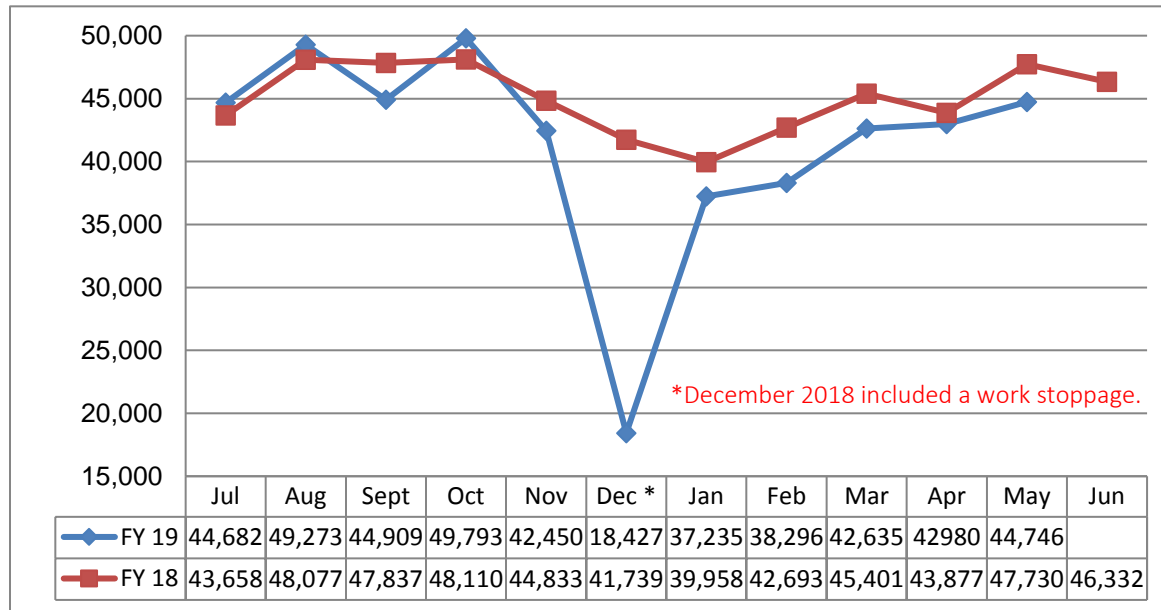


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2018 – May 31, 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	80,569.10	83,434.30	-2,865.20

### Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
3.95	2.84	1.11

### On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.13 %	93.00 %	-1.87 %

### Scheduled Trips Adherence

Trips Operated	99.77 %
Trips Not Operated	0.23 %

### Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	4,988	6,320	- 1,332
Mobility Devices	1,579	1,824	- 245

### 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
0.37	1.12	- 0.75

