

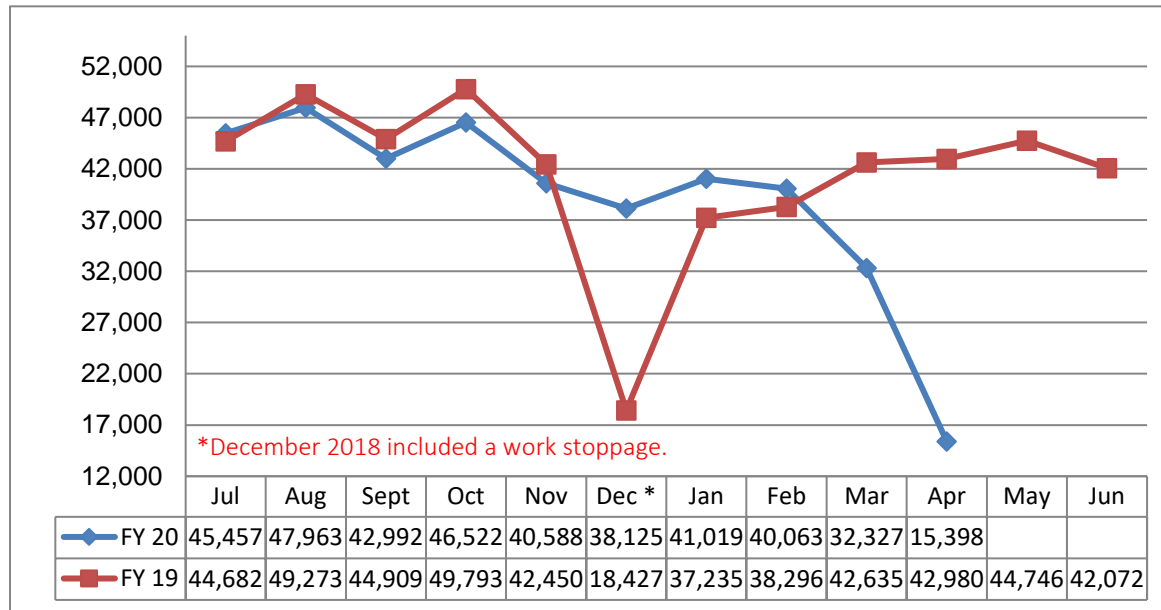


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – April 30, 2020

Fixed Route Ridership *



Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	-
Mean Distance Between Failure	275,930.56	91,832.18	184,098.38

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.92	3.90	+ 3.02

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	91.35%	91.61%	-0.26%

Scheduled Trips Adherence

Trips Operated	93.42%
Trips Not Operated	6.58%

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	3,821	4,554	- 733
Mobility Devices	2,000	1,383	+ 617

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.48	0.56	- 0.08

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.50	0.41	0.09

