

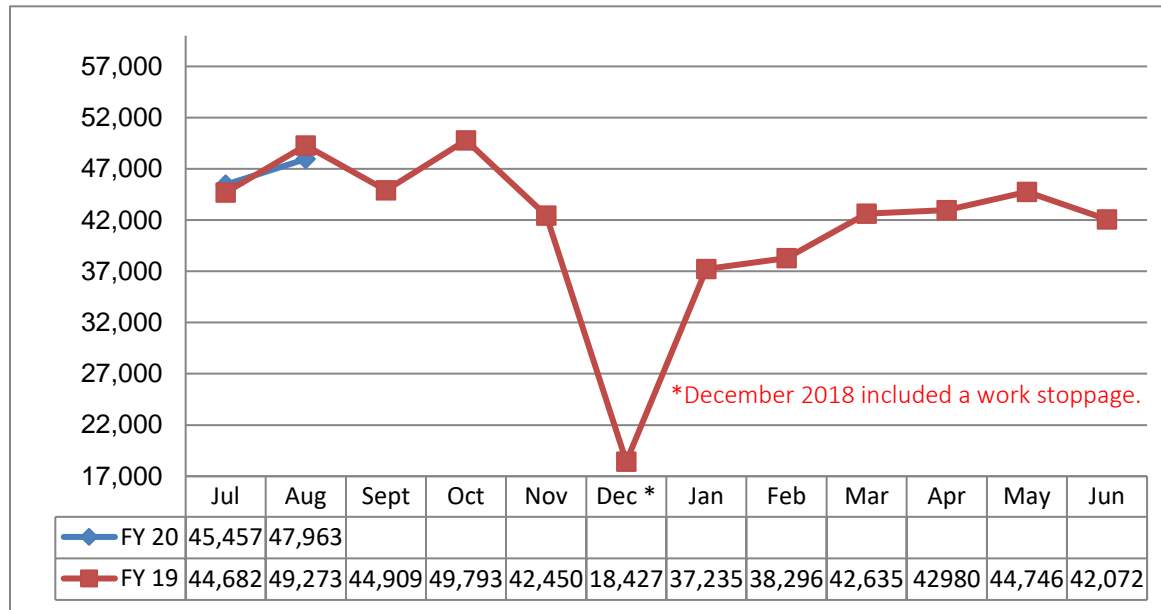


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2019 – August 31, 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	85,997.20	81,539.00	+8,458.20

### Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
7.49	4.36	+ 3.13

### On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.12 %	92.00 %	- 1.88 %

### Scheduled Trips Adherence

Trips Operated	97.51 %
Trips Not Operated	2.49 %

### Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	658	807	- 149
Mobility Devices	248	225	+ 23

### Customers Per Revenue Mile

FY 20	FY 19	Difference
0.54	0.58	- 0.01

### Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.00	0.00	0.00

