

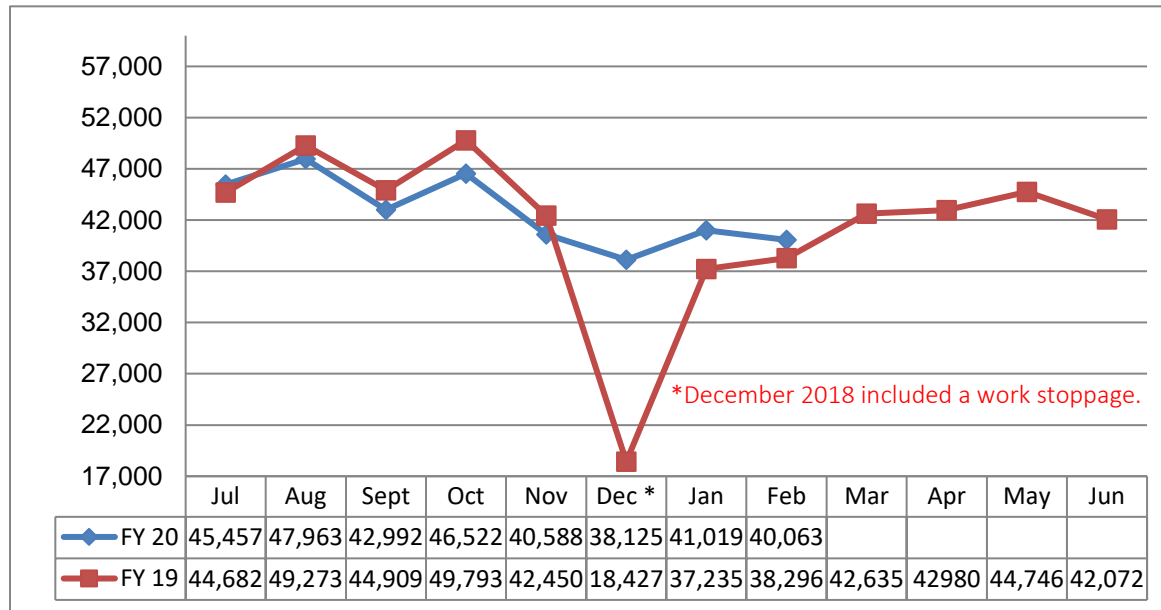


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – February 29, 2020

Fixed Route Ridership *



Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	-
Mean Distance Between Failure	331,936.80	95,754.66	+ 236,182.14

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
7.00	4.92	+ 2.08

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.52%	91.54%	- 1.02%

Scheduled Trips Adherence

Trips Operated	99.86%
Trips Not Operated	0.14 %

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	3,405	3,928	- 523
Mobility Devices	1,777	1,080	+ 697

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.52	0.52	-

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.60	1.40	- 0.80

