

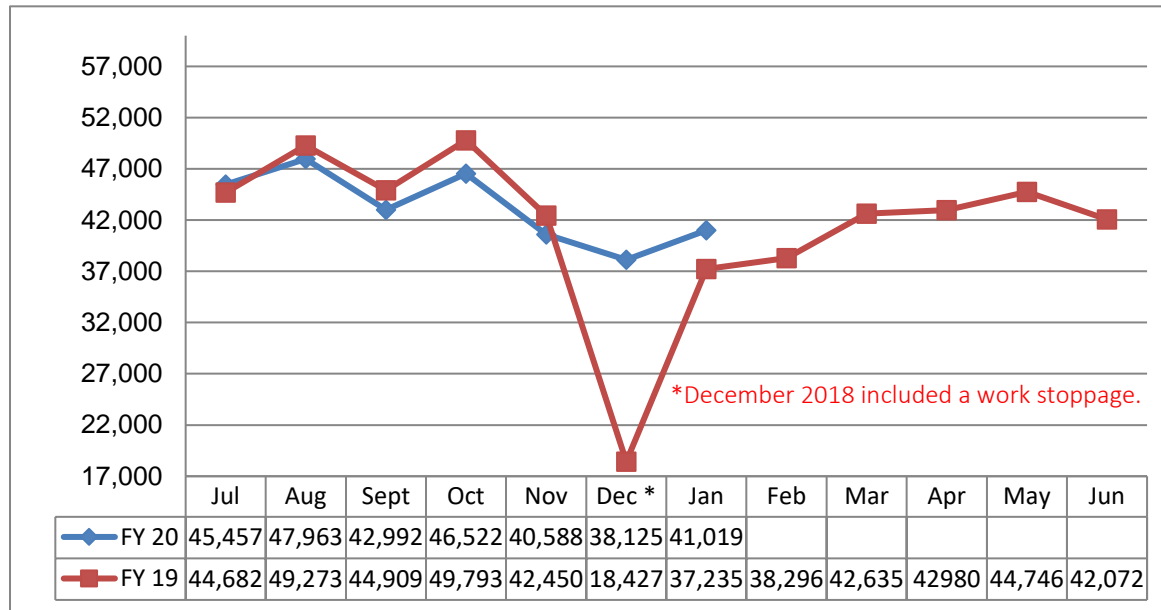


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – January 31, 2020

Fixed Route Ridership *



Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	289,966.22	125,368.14	+ 164,598.08

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
3.79	2.81	+ 0.98

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.64 %	91.53%	- 0.89 %

Scheduled Trips Adherence

Trips Operated	99.96 %
Trips Not Operated	0.04 %

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	3,181	3,687	- 506
Mobility Devices	1,589	971	+618

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.53	0.57	- 0.04

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.69	0.40	+0.29

