

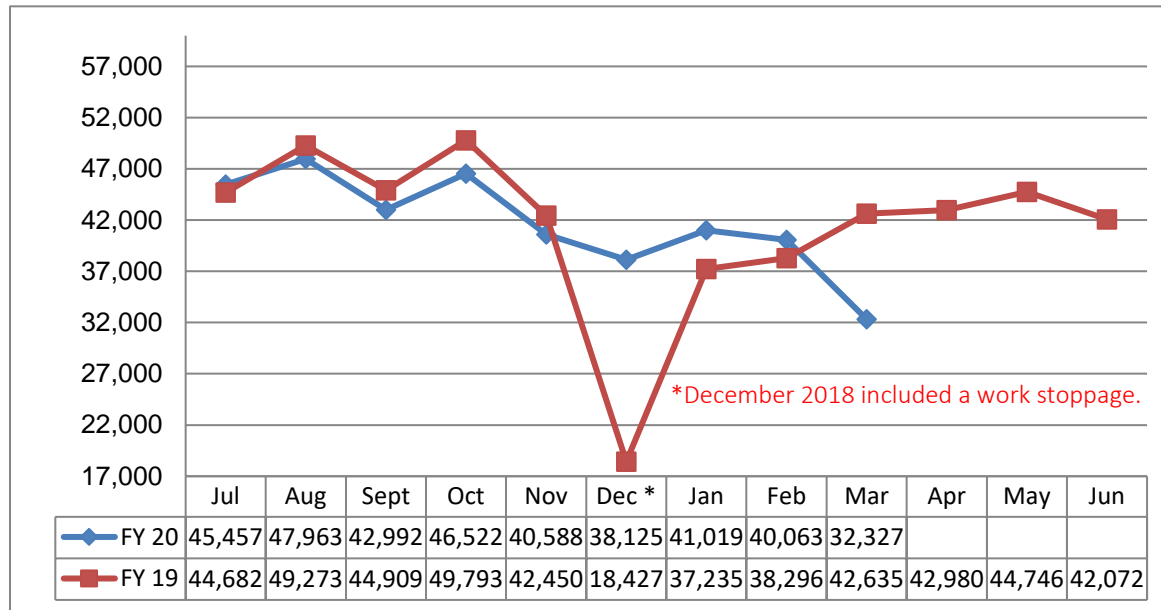


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – March 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	248,610.88	109,014.76	139,596.12

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.67	4.35	+ 2.32

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	91.01%	91.58%	-0.57%

Scheduled Trips Adherence

Trips Operated	98.97%
Trips Not Operated	1.03%

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	3,662	4,156	- 494
Mobility Devices	1,924	1,218	+ 706

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.39	0.52	- 0.13

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.54	1.40	- 0.86

