

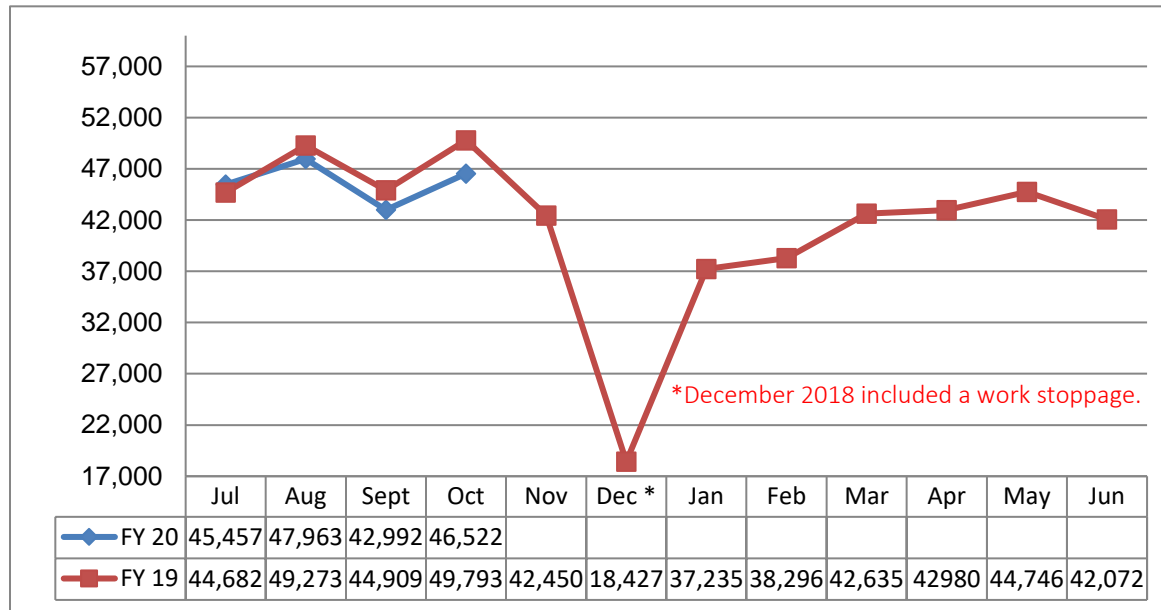


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2019 – October 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	167,476.25	105,326.07	+ 62,150.18

### Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.01	4.24	+ 1.77

### On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	90.18 %	91.81 %	- 1.63 %

### Scheduled Trips Adherence

Trips Operated	99.99 %
Trips Not Operated	0.01 %

### Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	2,308	2,875	- 567
Mobility Devices	984	638	+ 346

### Customers Per Revenue Mile

FY 20	FY 19	Difference
0.55	0.62	- 0.07

### Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.30	0.63	- 0.33

