

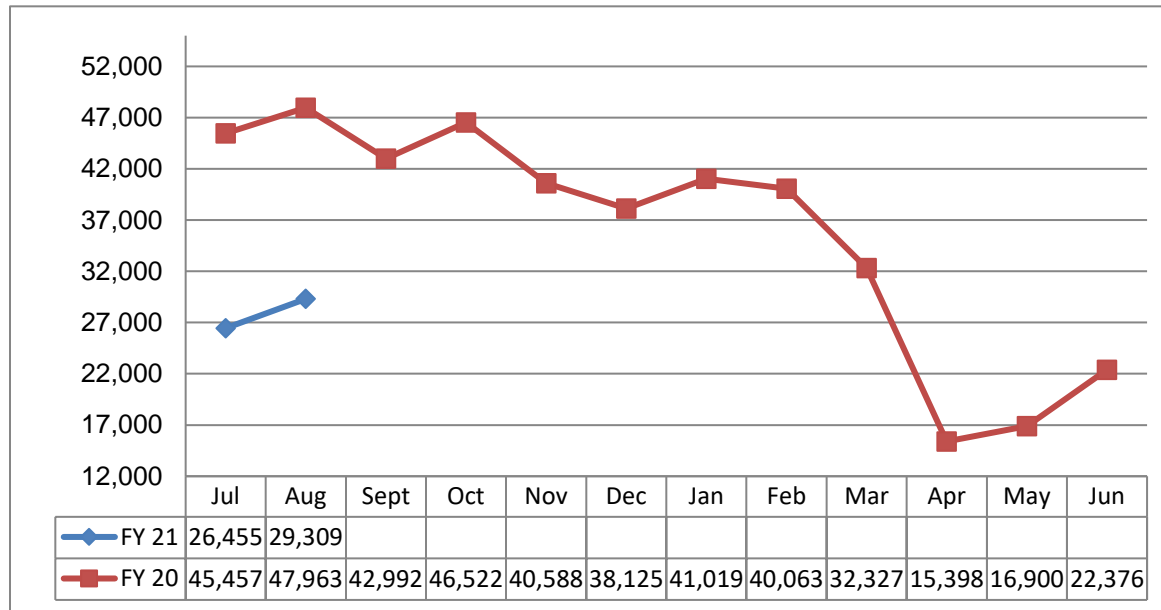


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – August 31, 2020

Fixed Route Ridership



Maintenance Statistics

	FY 21	FY 20	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	29,595.37	85,997.20	-56,401.83

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
10.76	7.49	3.27

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	93.77%	90.12%	3.65%

Scheduled Trips Adherence

Trips Operated	90.23%
Trips Not Operated	9.77%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	984	1,245	-261
Mobility Devices	306	502	-196

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.38	0.54	-0.16

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
2.70	0.00	2.70

