

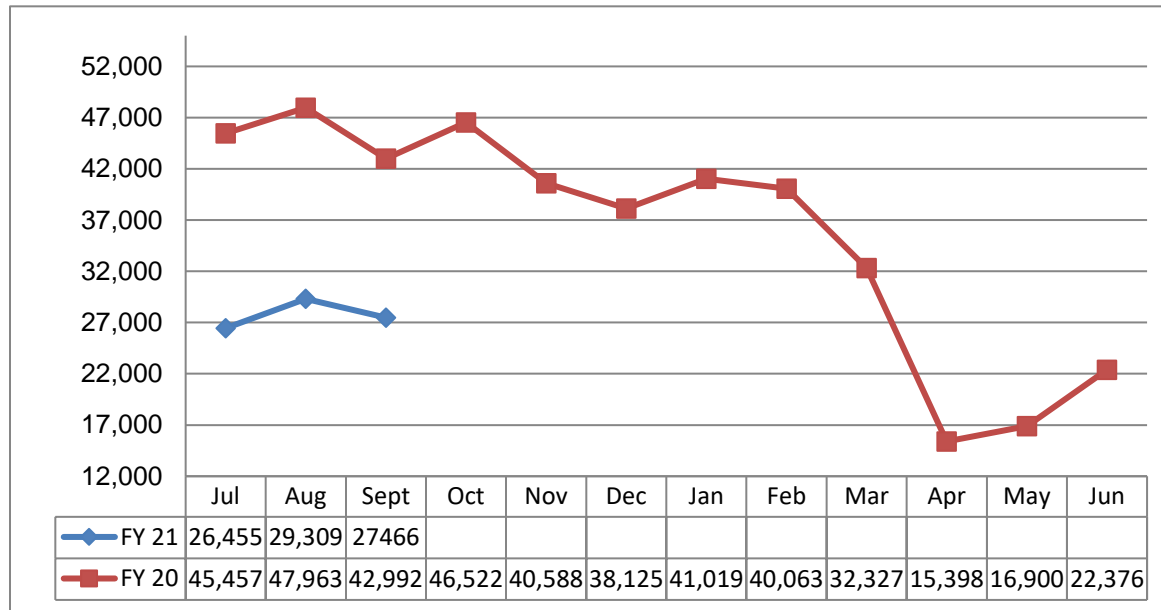


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – September 30, 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	26,198.85	125,012.85	-98,814

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
0.07	7.33	7.26

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	92.85%	90.07%	2.78%

Scheduled Trips Adherence

Trips Operated	99.92%
Trips Not Operated	0.08%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	1,348	1,824	-476
Mobility Devices	451	743	-292

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.37	0.54	-0.17

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
0.39	0.40	-0.01

