

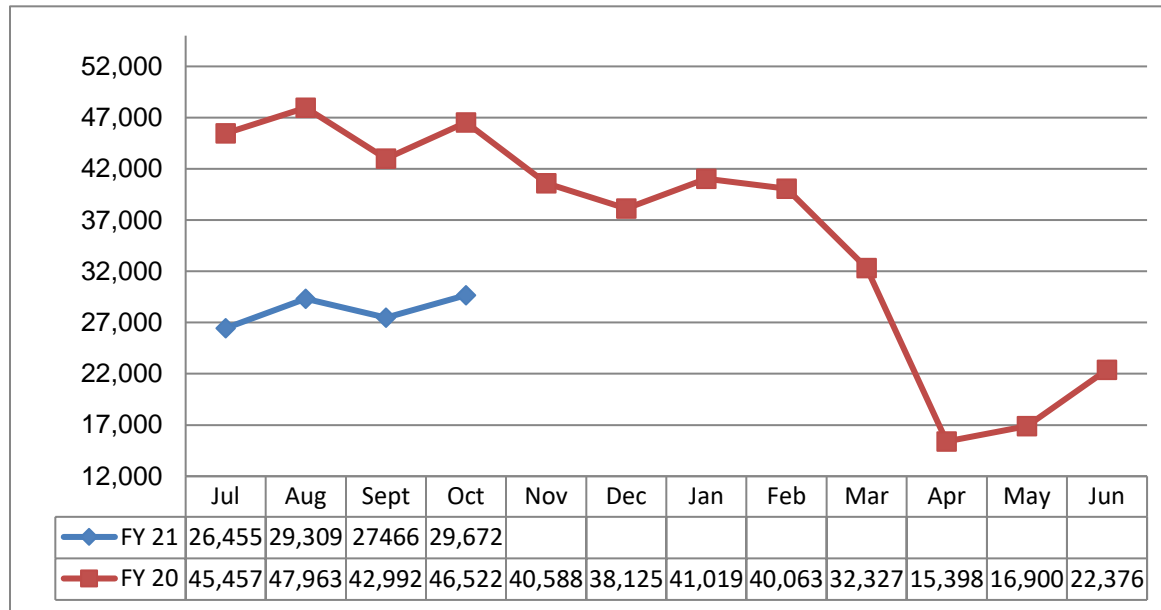


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – October 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	80,728.35	167,476.25	-86,747.9

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
6.74	6.01	0.73

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	80.80%	90.81%	-10.01%

Scheduled Trips Adherence

Trips Operated	99.97%
Trips Not Operated	0.03%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	1,653	2,308	-655
Mobility Devices	600	984	-384

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.37	0.55	-0.18

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
0	0.30	-0.30

