

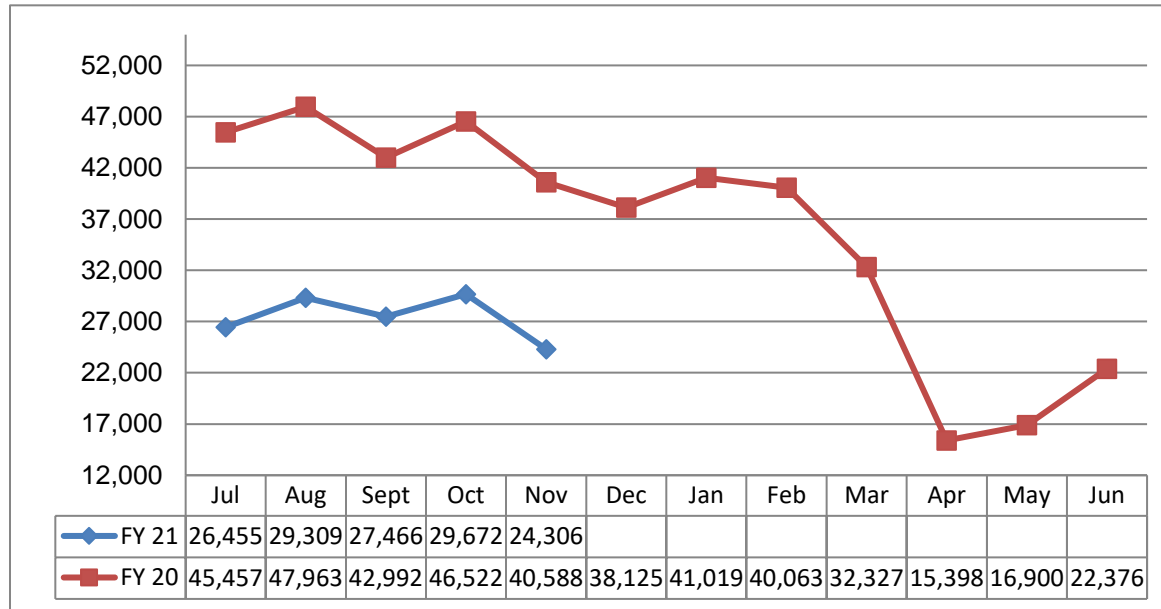


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – November 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	71,949.04	207,772.35	-135,823.31

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
4.11	2.04	2.07

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	93.79%	90.31%	3.48%

Scheduled Trips Adherence

Trips Operated	99.98%
Trips Not Operated	0.02%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	1,875	2,647	-772
Mobility Devices	747	1,221	-474

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.34	0.53	-0.19

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
0	0.48	-0.48

