

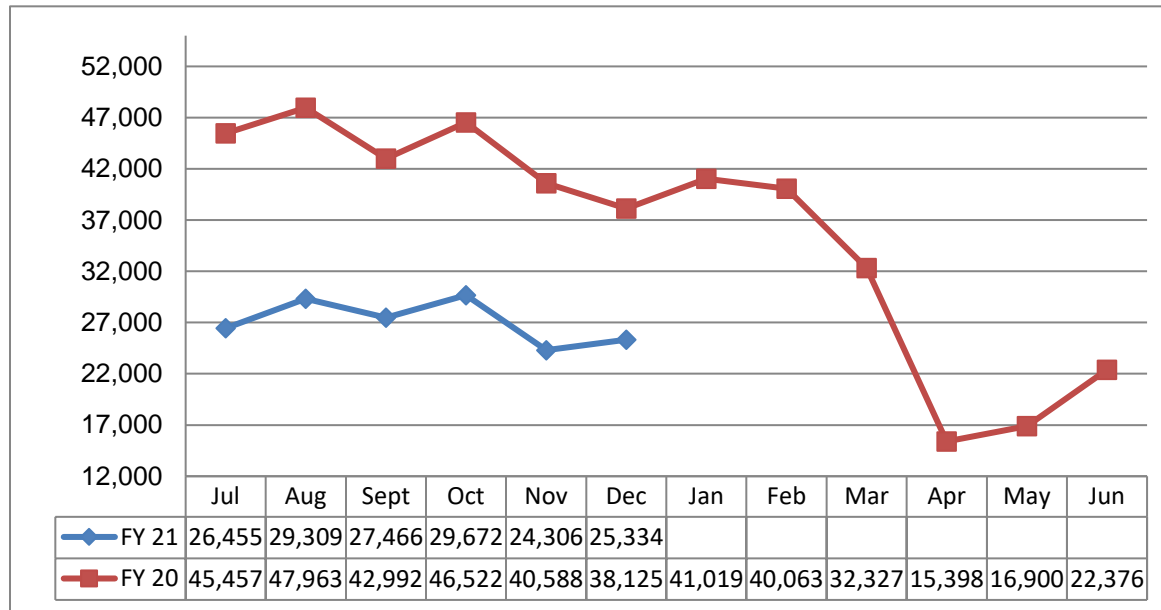


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2020 – December 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	37,224.56	250,658.75	-213,434.19

### Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
7.89	6.88	1.01

### On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	93.29%	90.03%	3.26%

### Scheduled Trips Adherence

Trips Operated	98.83 %
Trips Not Operated	1.17%

### Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	2,134	2,915	-781
Mobility Devices	915	1,407	-492

### Customers Per Revenue Mile

FY 21	FY 20	Difference
0.42	0.40	-.02

### Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.34	0.60	0.74

