

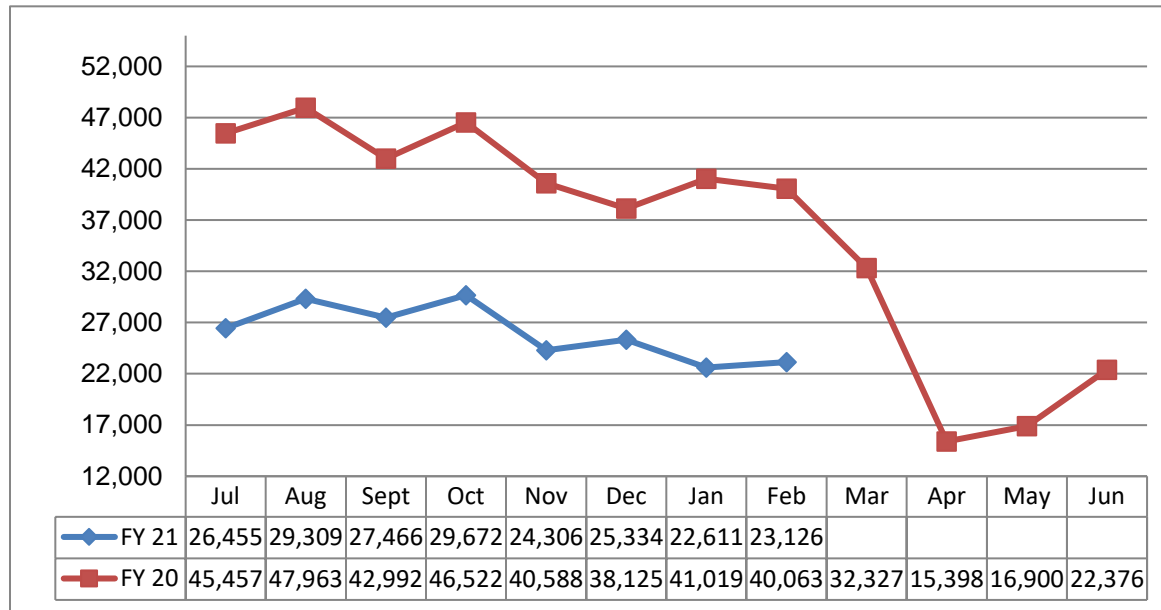


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2020 – February 28, 2021

### Fixed Route Ridership



### Maintenance Statistics

	FY 21	FY 20	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	22,668.62	125,368.14	-102,699.52

### Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
8.64	4.92	3.72

### On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	84.15%	90.52%	-6.37 %

### Scheduled Trips Adherence

Trips Operated	99.94 %
Trips Not Operated	0.06%

### Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	2,519	3,405	-886
Mobility Devices	1,224	1,777	-553

### Customers Per Revenue Mile

FY 21	FY 20	Difference
0.35	0.53	-.18

### Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.69	1.40	0.29

