

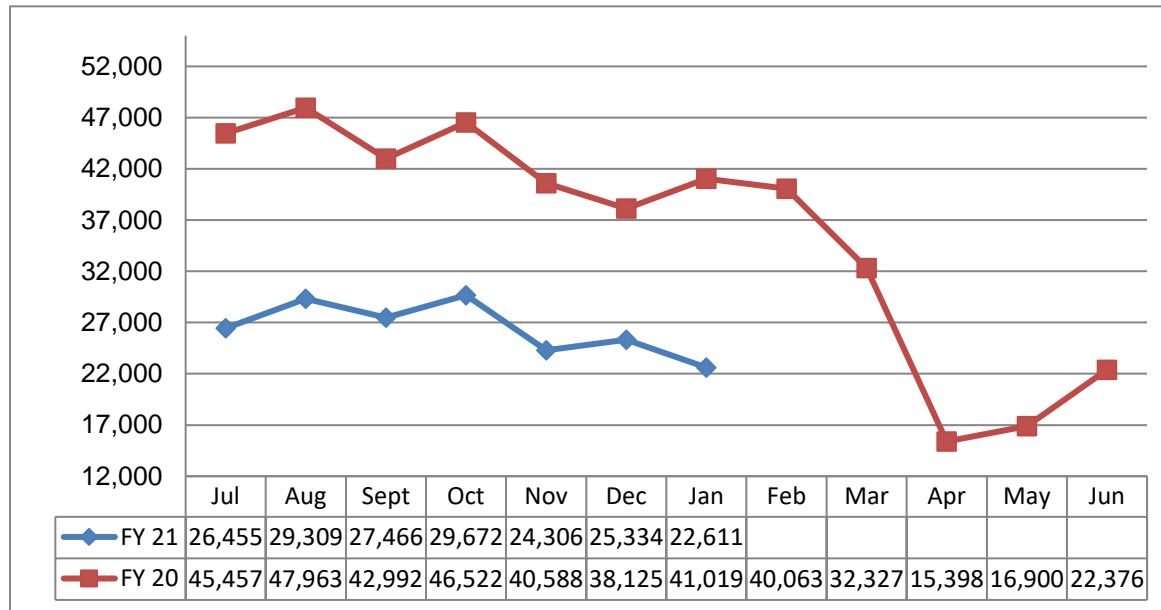


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2020 – January 31, 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
8.85	3.79	5.06

### On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	85.15%	90.64%	-5.49%

### Scheduled Trips Adherence

Trips Operated	99.57 %
Trips Not Operated	0.43%

### Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	2,373	3,181	-808
Mobility Devices	1065	1,589	-524

### Customers Per Revenue Mile

FY 21	FY 20	Difference
0.33	0.53	-.2

### Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.47	0.69	0.78

