

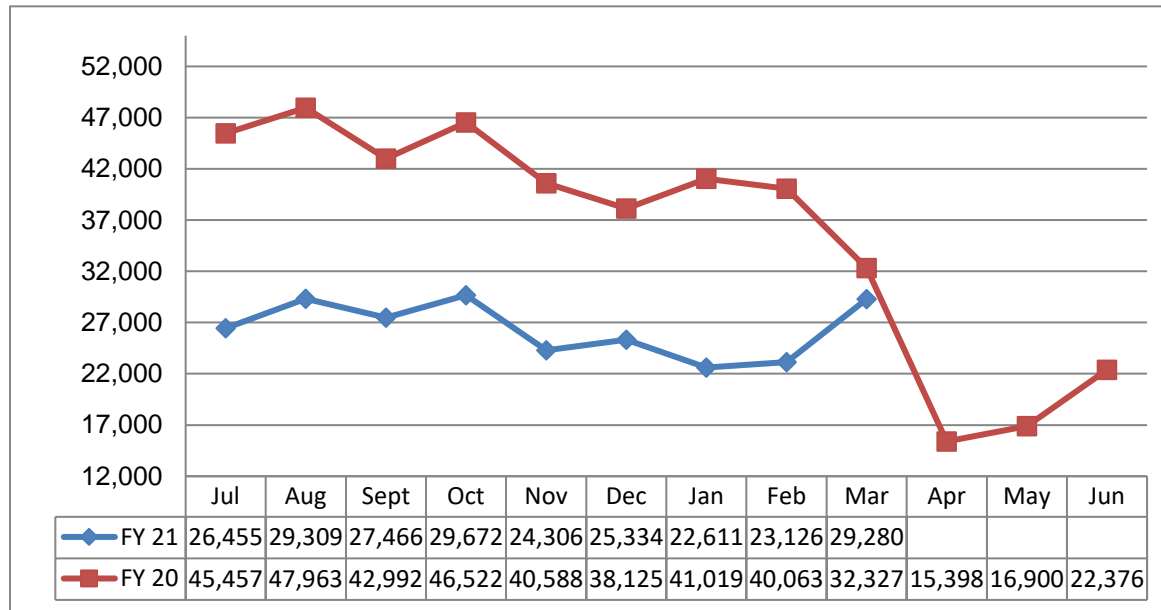


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – March 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	85,200.34	246,610.88	-161,410.54

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
17.08	4.35	12.73

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	84.53%	91.01%	-6.48 %

Scheduled Trips Adherence

Trips Operated	99.97 %
Trips Not Operated	0.03%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	2,718	3,662	-944
Mobility Devices	1,358	1,924	-566

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.34	0.52	-.18

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.17	0.54	0.63

