

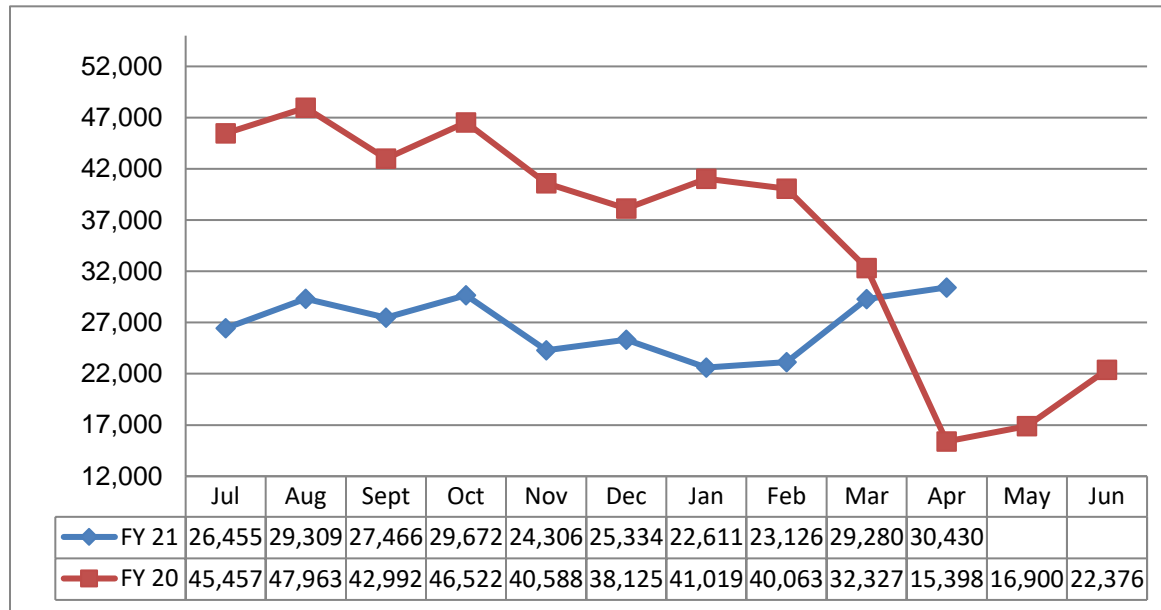


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – April 30, 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	37,898.31	275,930.56	-238,032.25

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
9.33	6.92	2.41

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	88.30%	91.35%	- 3.05%

Scheduled Trips Adherence

Trips Operated	97.76 %
Trips Not Operated	2.24 %

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	3,061	3,821	- 760
Mobility Devices	1,567	2,000	- 433

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.35	0.56	- 0.21

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.72	0.50	1.22

