

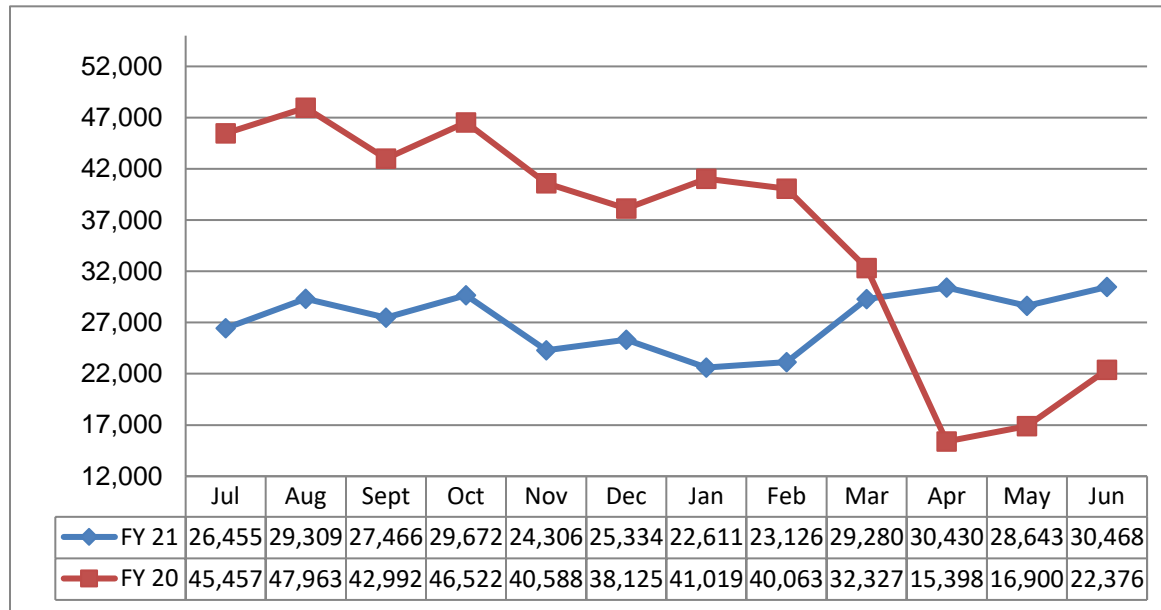


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2020 – June 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	43,607.81	182,772.84	-139,165.03

### Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
8.56	7.21	1.35

### On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	85.99%	91.83%	-5.84 %

### Scheduled Trips Adherence

Trips Operated	97.99 %
Trips Not Operated	2.01 %

### Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	3,938	4,400	-462
Mobility Devices	1,940	2,347	- 407

### Customers Per Revenue Mile

FY 21	FY 20	Difference
0.36	0.47	- 0.11

### Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
1.53	0.55	- 0.98

