

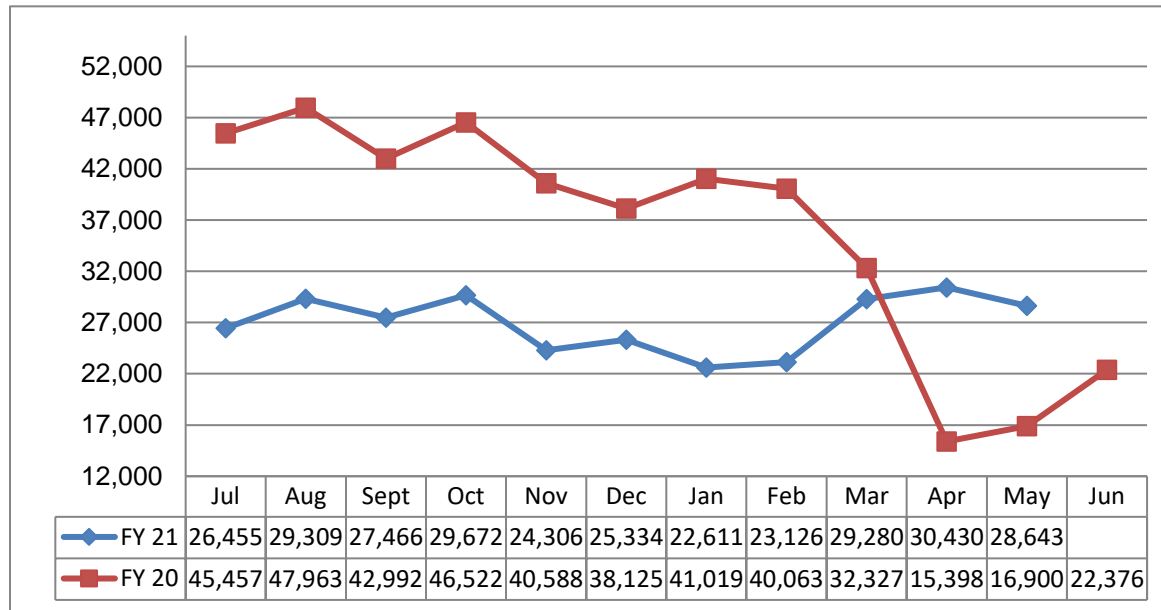


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2020 – May 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	39,771.95	286,426.05	-246,654.11

### Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
9.10	0.58	8.52

### On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	87.19%	91.67%	- 4.48 %

### Scheduled Trips Adherence

Trips Operated	97.95%
Trips Not Operated	2.05%

### Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	3,490	4,084	- 594
Mobility Devices	1,753	2,153	- 400

### 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
1.56	6.87	- 5.31

