

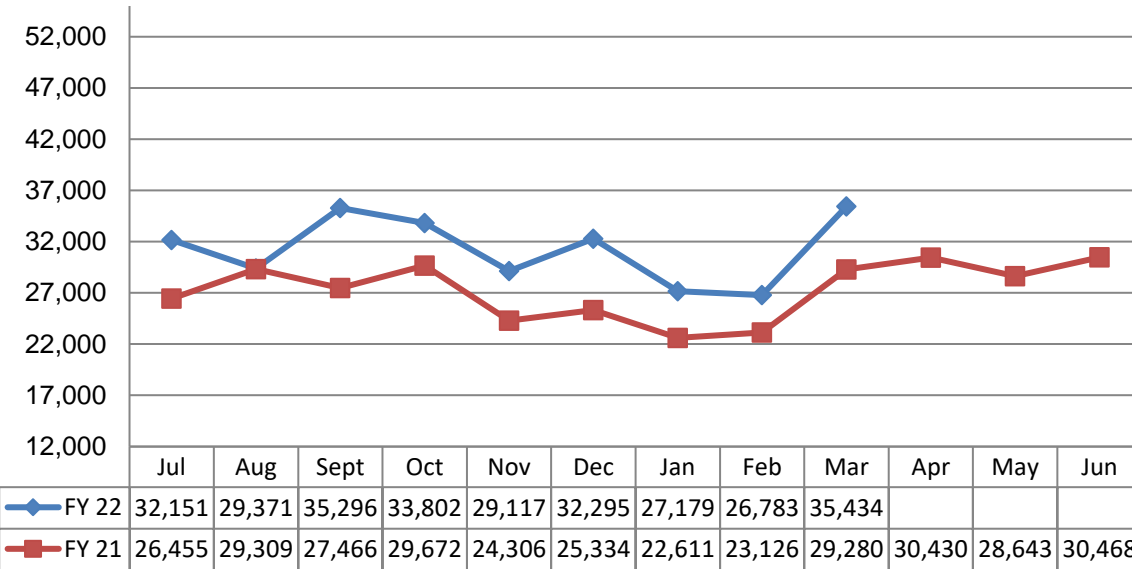


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2021 – March 31, 2022

### Total Fixed Route Ridership



### Maintenance Statistics

	FY 22	FY 21	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	19,483	35,584	- 16,101

### Valid Customer Complaints per 100k Customers

FY 22	FY 21	Difference
11.02	9.68	1.34

### On-time Performance

Departures	FY 22	FY 21	Difference
No later than five (5) minutes past scheduled time	80.9%	89.12%	- 9.03%

### Scheduled Trips Adherence

Trips Operated	99.8%
Trips Not Operated	0.2%

### Customers with Bikes or Mobility Devices

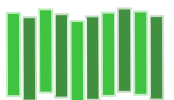
	FY 22	FY 21	Difference
Bikes	2,888	2,718	170
Mobility Devices	1,094	1,358	-264

### Customers Per Revenue Mile

FY 22	FY 21	Difference
0.45	0.35	0.10

### Preventable Accidents per 100k Miles

FY 22	FY 21	Difference
0.80	1.63	- 0.83



## Total Ridership by Route Year to Date

