

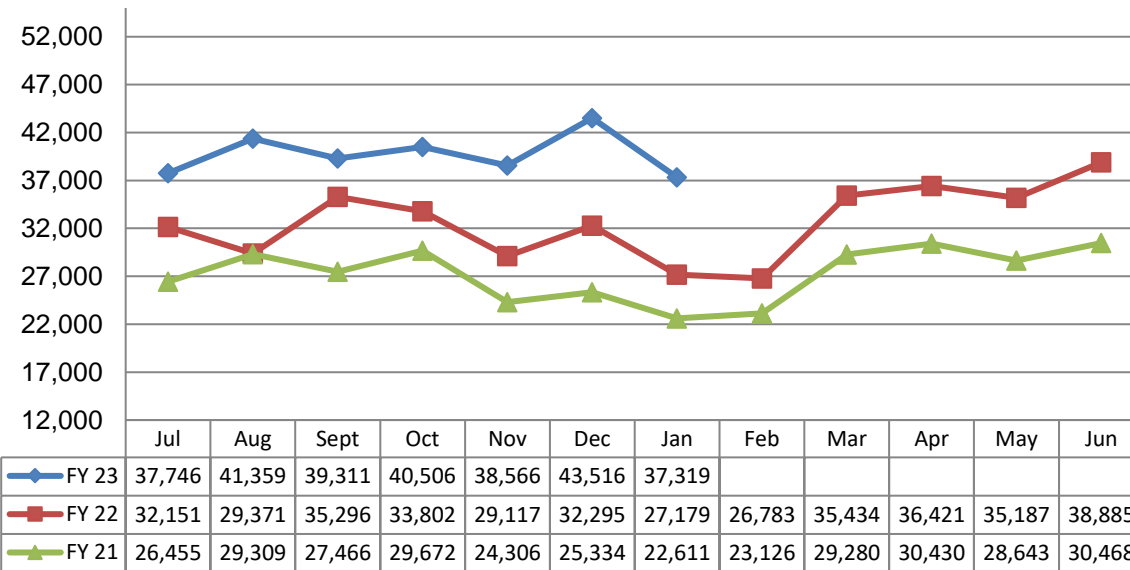


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2022 – January 31, 2023

Total Fixed Route Ridership



Maintenance Statistics

	FY 23	FY 22	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	85,968.5	21,951.4	64,017.1

Valid Customer Complaints per 100k Customers

FY 23	FY 22	Difference
3.95	12.77	-8.82

On-time Performance

Departures	FY 23	FY 22	Difference
No later than five (5) minutes past scheduled time	87.5%	80.7%	6.8%

Scheduled Trips Adherence

Trips Operated	99.1%
Trips Not Operated	0.9%

Customers with Bikes or Mobility Devices

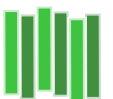
	FY 23	FY 22	Difference
Bikes	3,157	2,552	605
Mobility Devices	1,121	918	203

Customers Per Revenue Mile

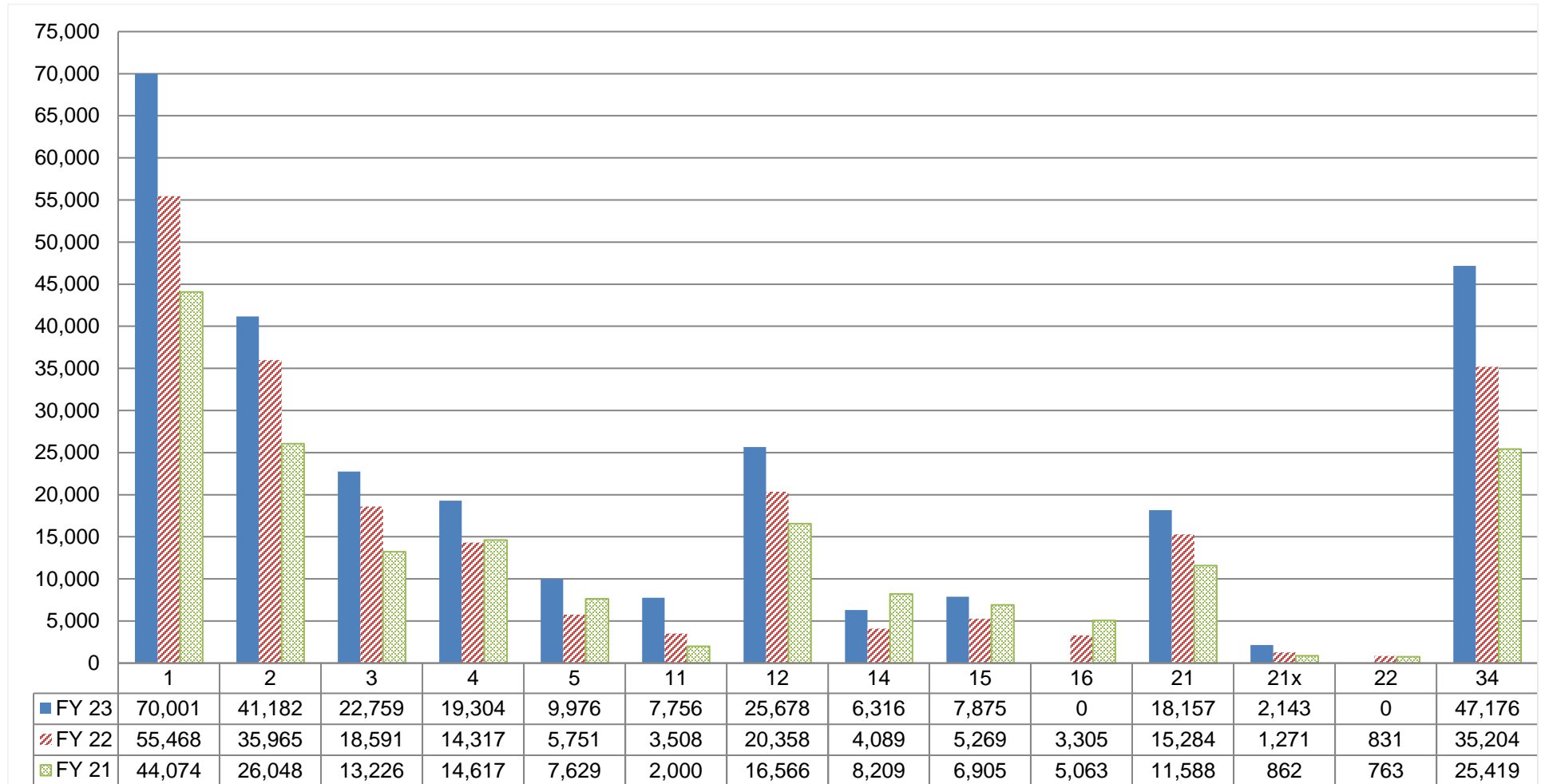
FY 23	FY 22	Difference
0.54	0.45	0.09

Preventable Accidents per 100k Miles

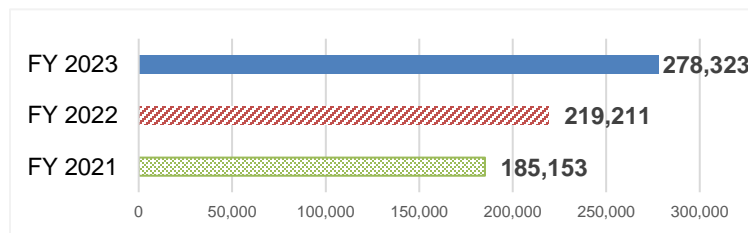
FY 23	FY 22	Difference
1.16	0.83	0.33



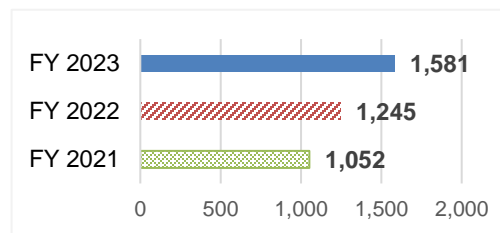
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

