

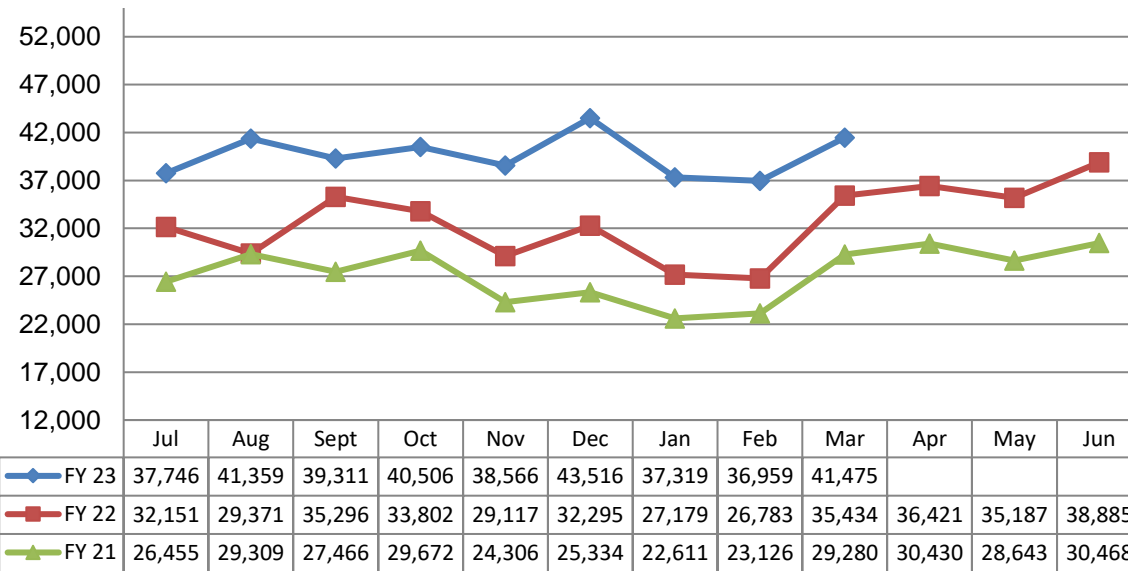


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2022 – March 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	110,523	19,483	+ 91,040

Valid Customer Complaints per 100k Customers

FY 23	FY 22	Difference
3.08	11.02	- 7.94

On-time Performance

Departures	FY 23	FY 22	Difference
No later than five (5) minutes past scheduled time	87.7%	80.9%	+ 6.8%

Scheduled Trips Adherence

Trips Operated	98.5%
Trips Not Operated	1.5%

Customers with Bikes or Mobility Devices

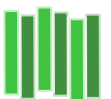
	FY 23	FY 22	Difference
Bikes	3,597	2,888	+ 709
Mobility Devices	1,400	1,094	+ 306

Customers Per Revenue Mile

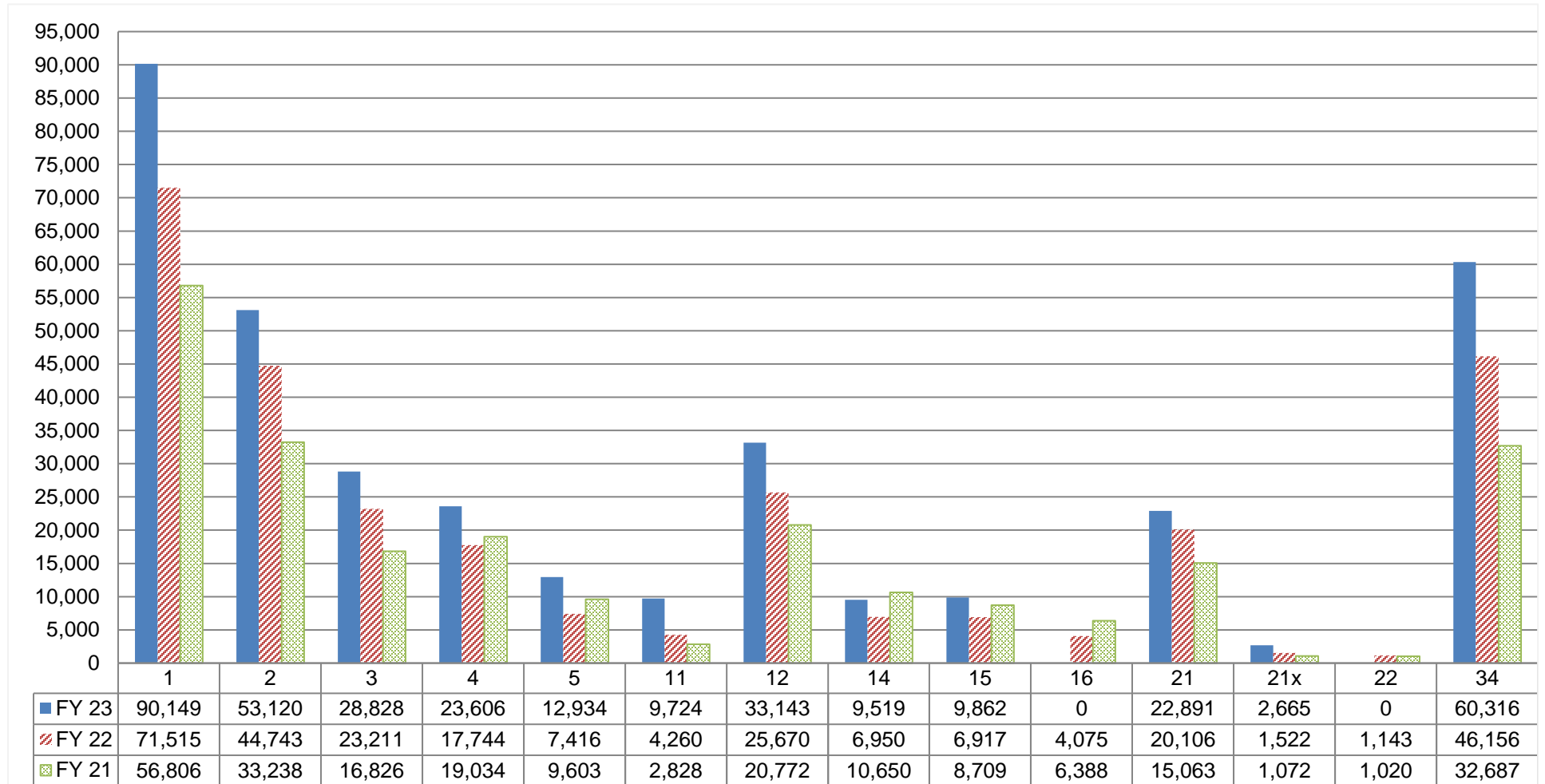
FY 23	FY 22	Difference
0.54	0.45	+ 0.09

Preventable Accidents per 100k Miles

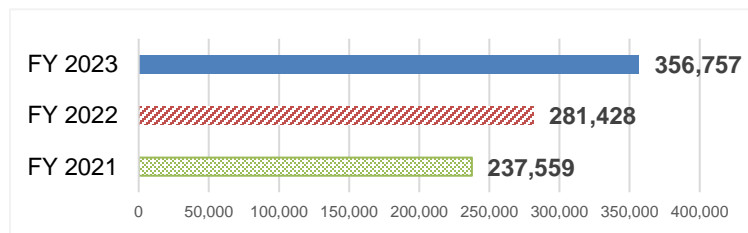
FY 23	FY 22	Difference
0.90	0.80	+ 0.10



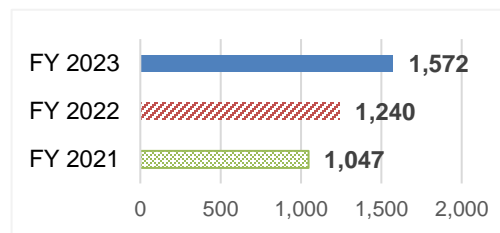
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

