

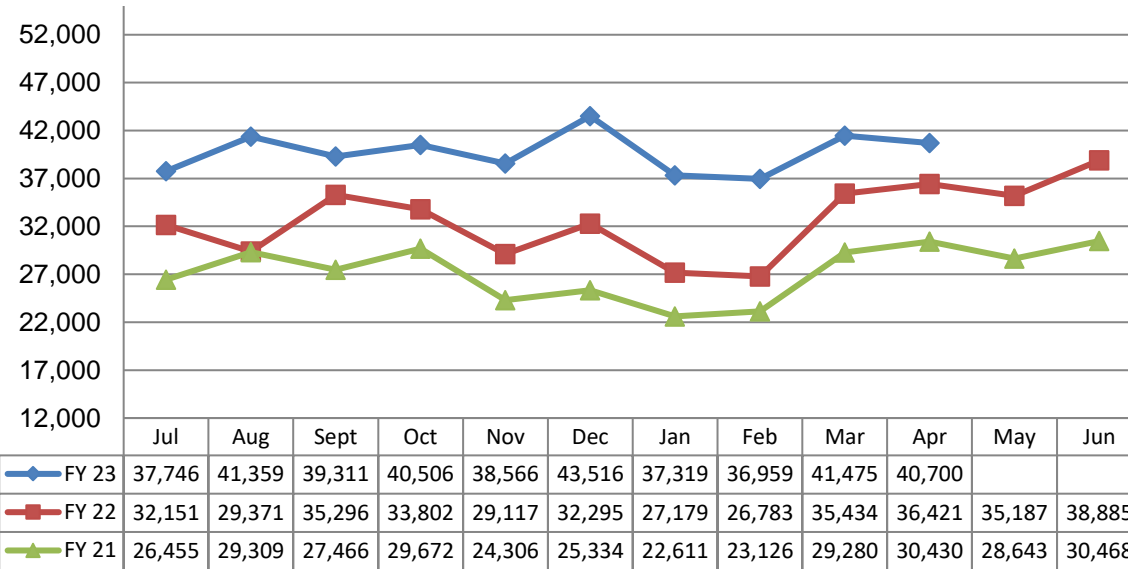


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2022 – April 30, 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	122,742	17,808	+ 104,934

Valid Customer Complaints per 100k Customers

FY 23	FY 22	Difference
2.77	10.07	- 7.3

On-time Performance

Departures	FY 23	FY 22	Difference
No later than five (5) minutes past scheduled time	87.8%	81.1%	+ 6.7%

Scheduled Trips Adherence

Trips Operated	98.6%
Trips Not Operated	1.4%

Customers with Bikes or Mobility Devices

	FY 23	FY 22	Difference
Bikes	4,024	3,215	+ 809
Mobility Devices	1,620	1,223	+ 397

Customers Per Revenue Mile

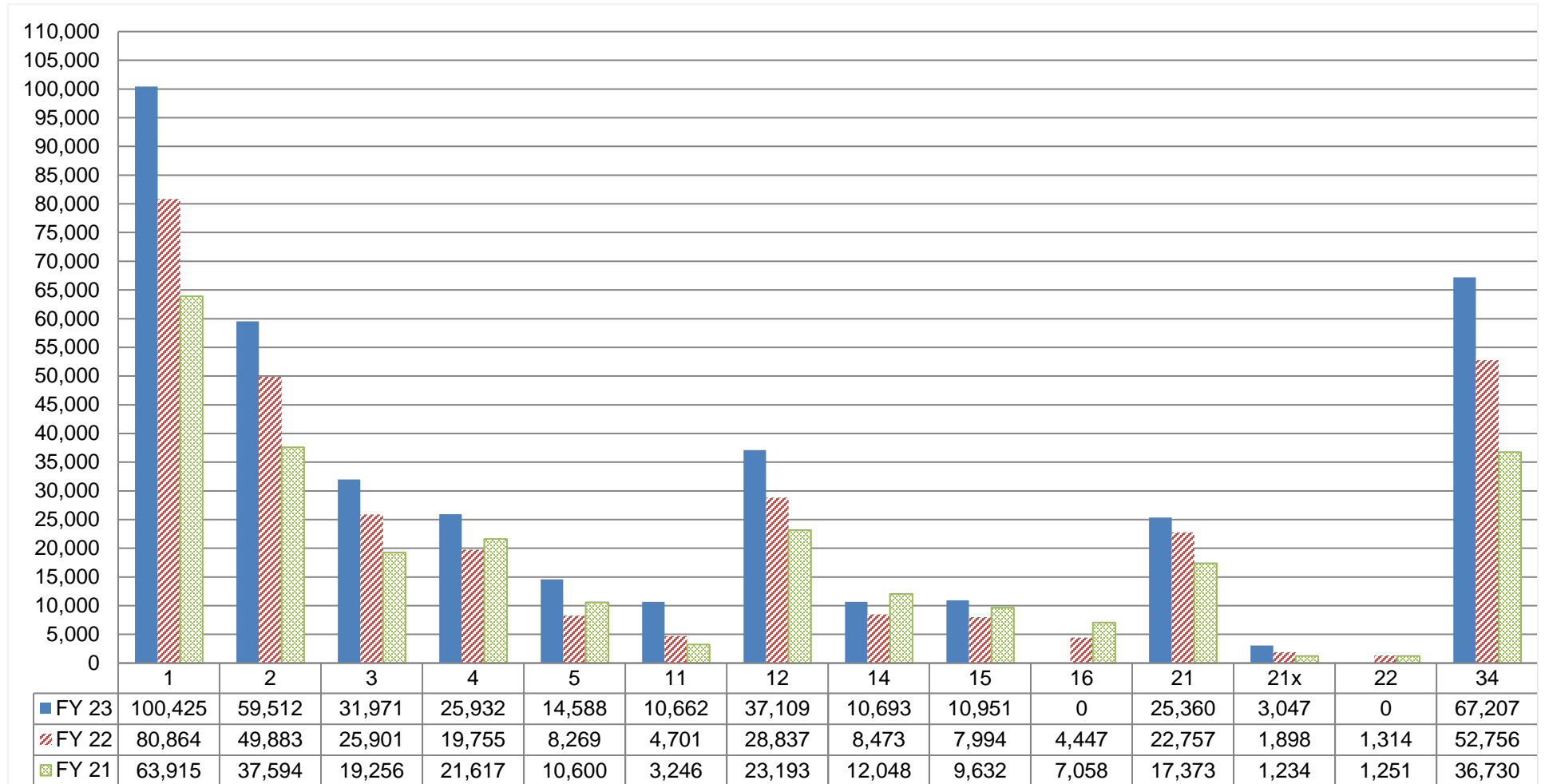
FY 23	FY 22	Difference
0.54	0.46	+ 0.08

Preventable Accidents per 100k Miles

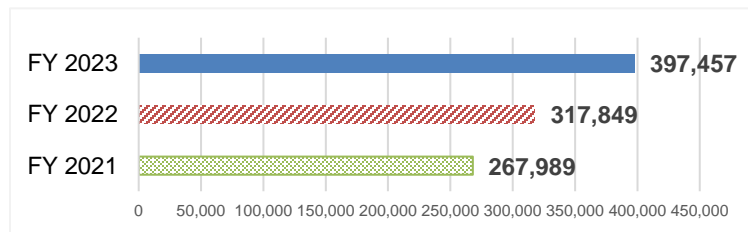
FY 23	FY 22	Difference
0.95	0.86	+ 0.09



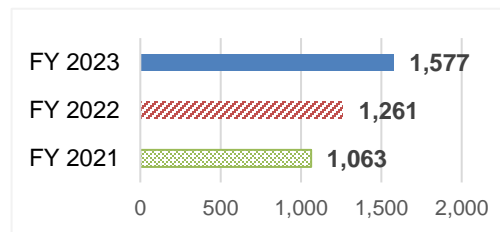
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

