

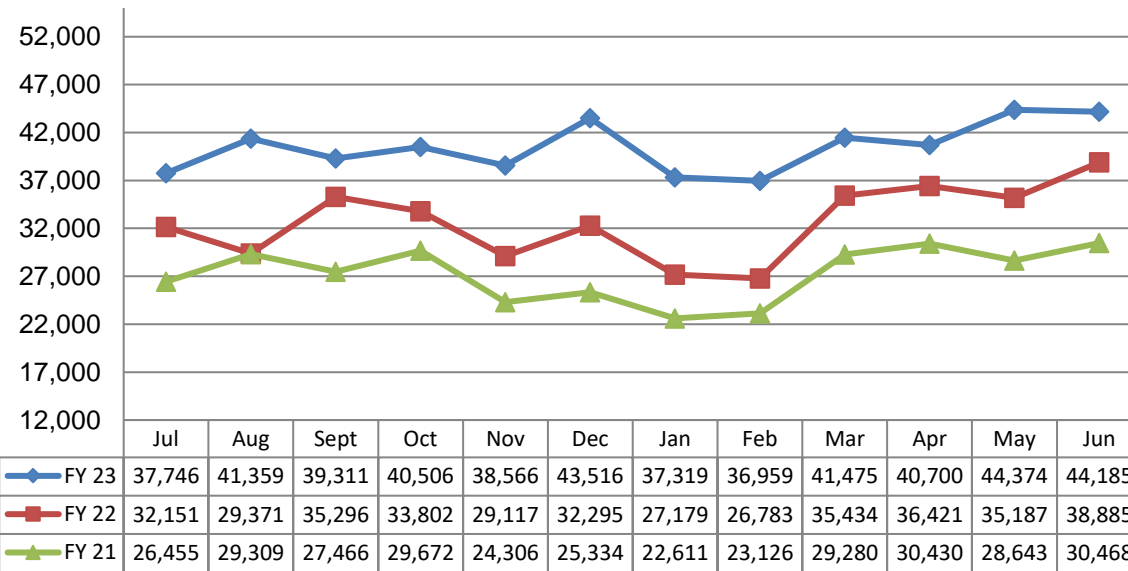


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2023 July 1, 2022 – June 30, 2023

Total Fixed Route Ridership



Maintenance Statistics

	FY 23	FY 22	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.00 %
Mean Distance Between Failure	148,351	19,428	+ 128,923

Valid Customer Complaints per 100k Customers

FY 23	FY 22	Difference
4.12	8.42	- 4.30

On-time Performance

Departures	FY 23	FY 22	Difference
No later than five (5) minutes past scheduled time	86.8%	80.8%	+6.0 %

Scheduled Trips Adherence

Trips Operated	98.6%
Trips Not Operated	1.4%

Customers with Bikes or Mobility Devices

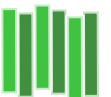
	FY 23	FY 22	Difference
Bikes	5,266	4,245	+ 1,021
Mobility Devices	1,998	1,573	+ 425

Customers Per Revenue Mile

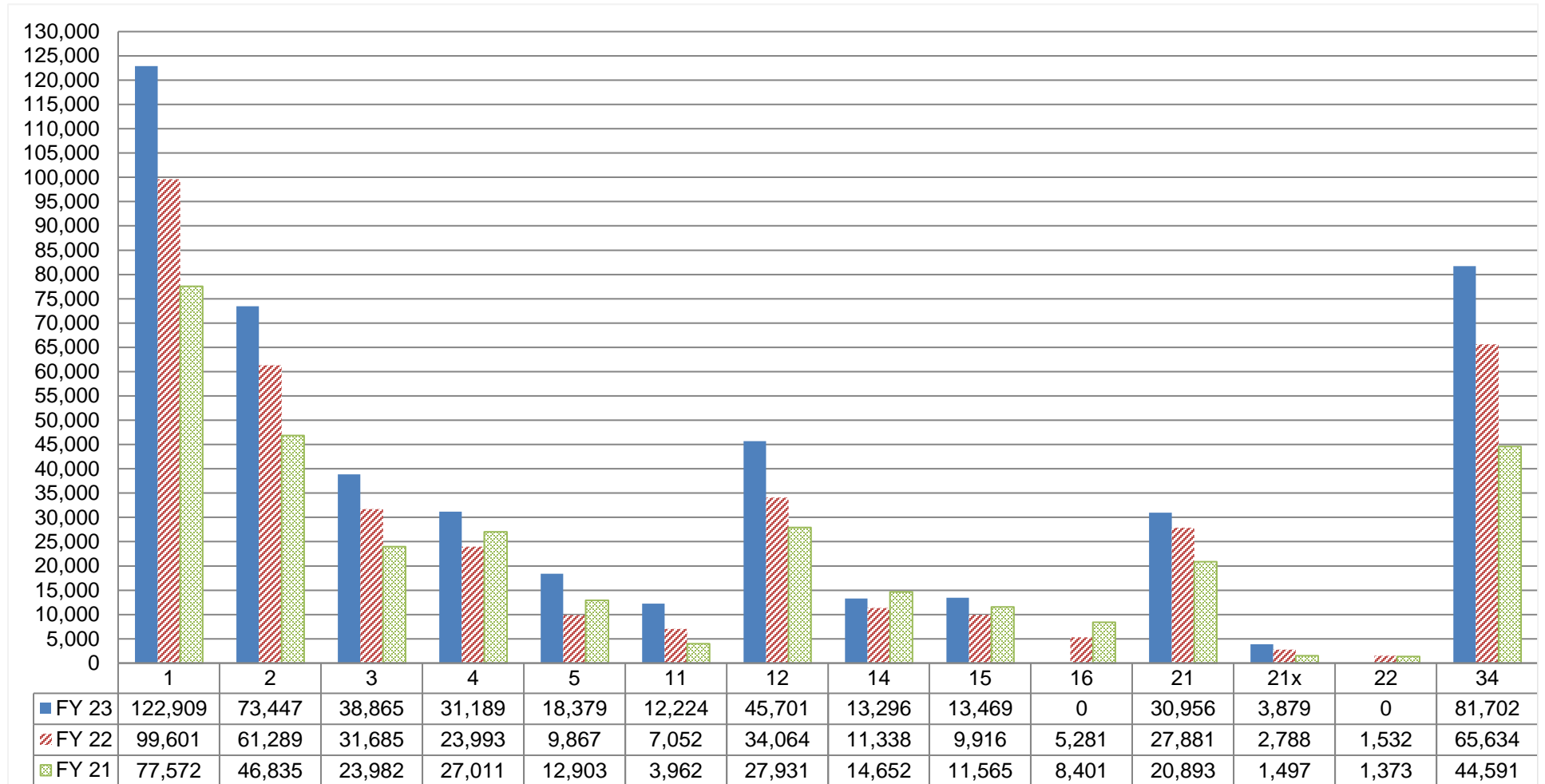
FY 23	FY 22	Difference
0.55	0.47	+ 0.08

Preventable Accidents per 100k Miles

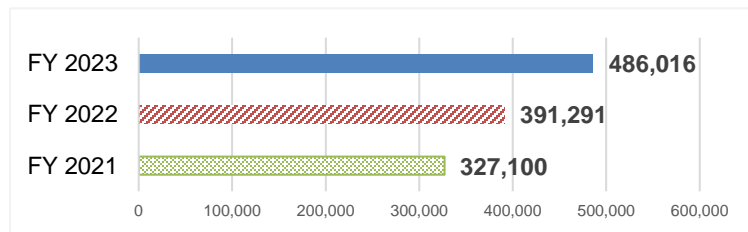
FY 23	FY 22	Difference
1.12	0.72	+ 0.40



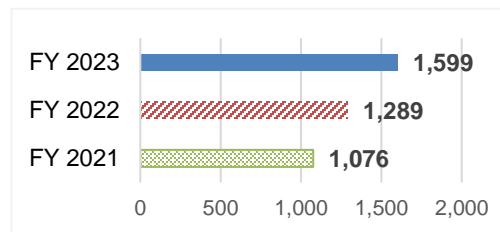
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

