

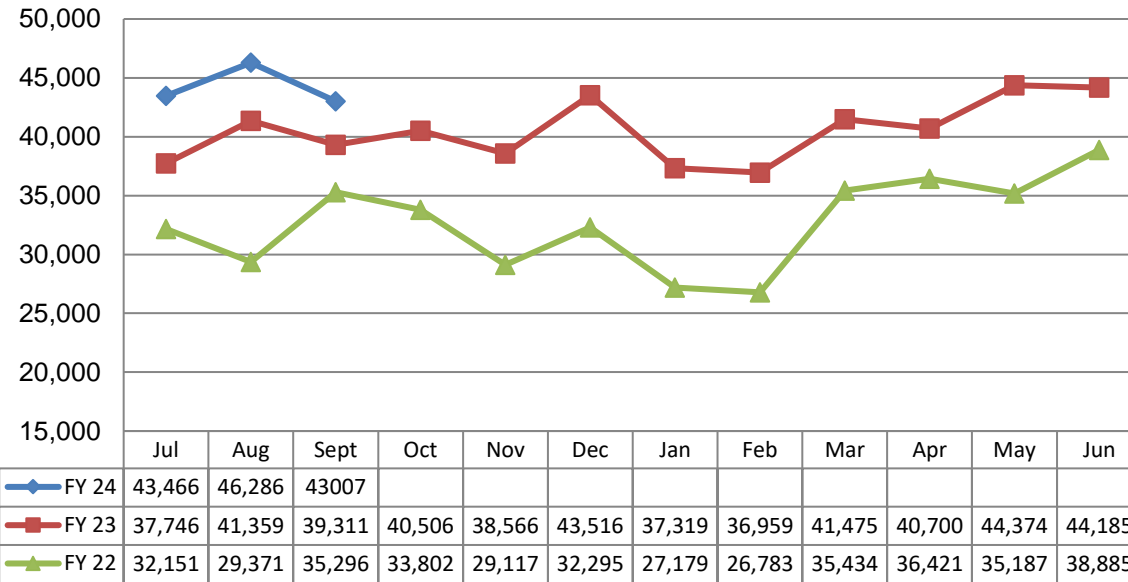


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – September 30, 2023

Total Fixed Route Ridership



Maintenance Statistics

	FY 24	FY 23	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.00 %
Mean Distance Between Failure	226,814	38,437	+ 188,377

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
9.04	5.91	+ 3.13

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	84.9%	86.2%	- 1.3%

Scheduled Trips Adherence

Trips Operated	97.8 %
Trips Not Operated	2.2 %

Customers with Bikes or Mobility Devices

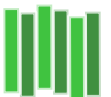
	FY 24	FY 23	Difference
Bikes	1,859	1,700	+ 159
Mobility Devices	766	568	+ 198

Customers Per Revenue Mile

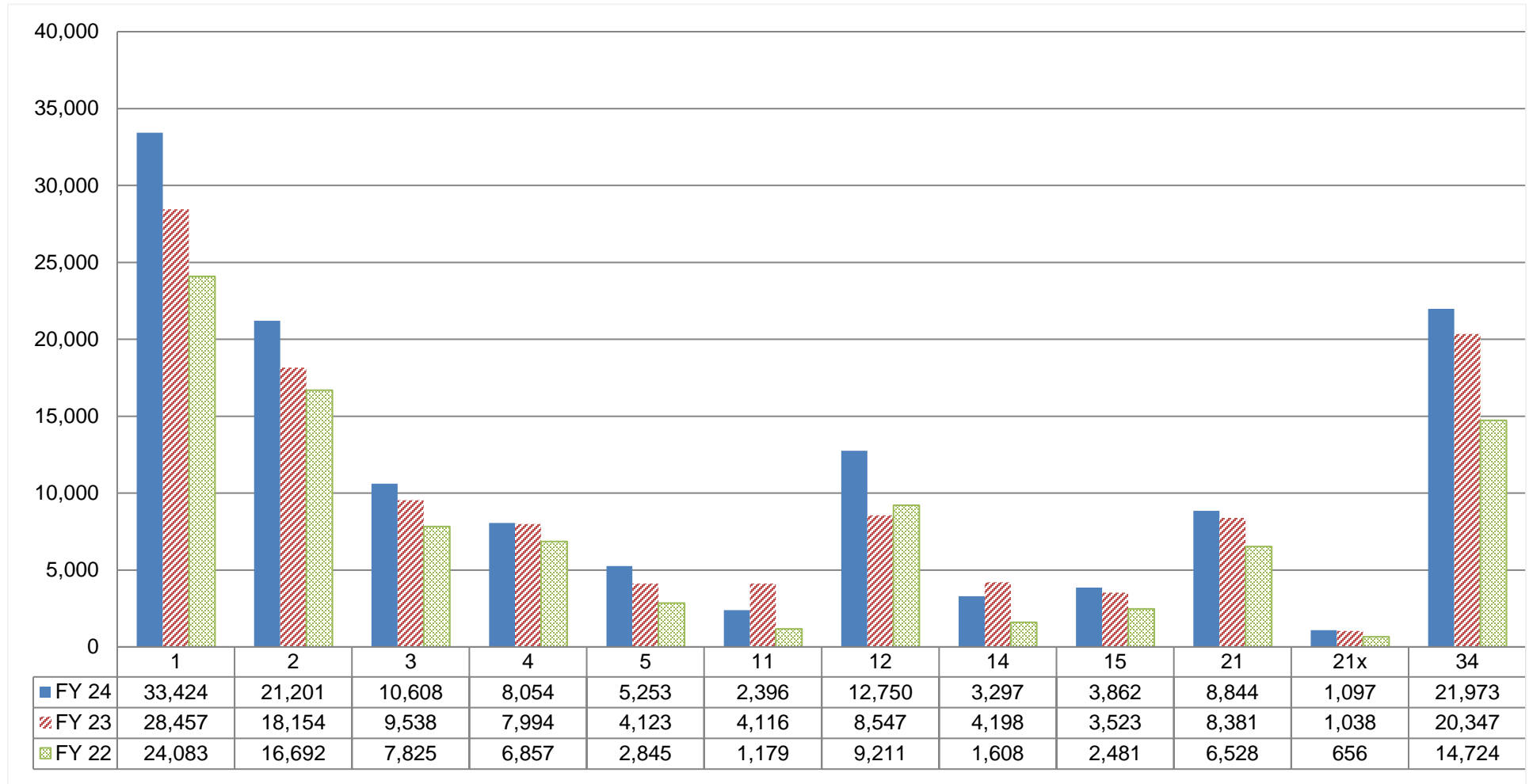
FY 24	FY 23	Difference
0.59	0.51	+ 0.08

Preventable Accidents per 100k Miles

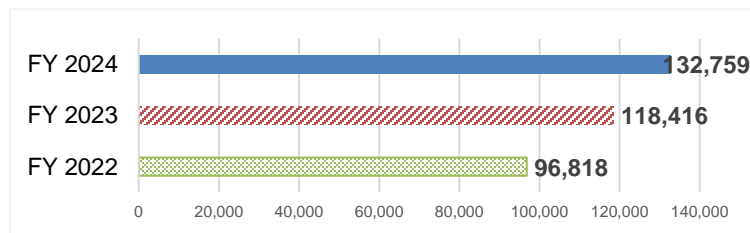
FY 24	FY 23	Difference
0.44	1.73	- 1.29



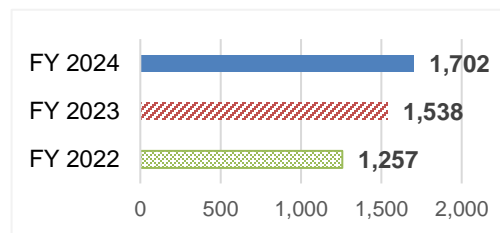
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

