

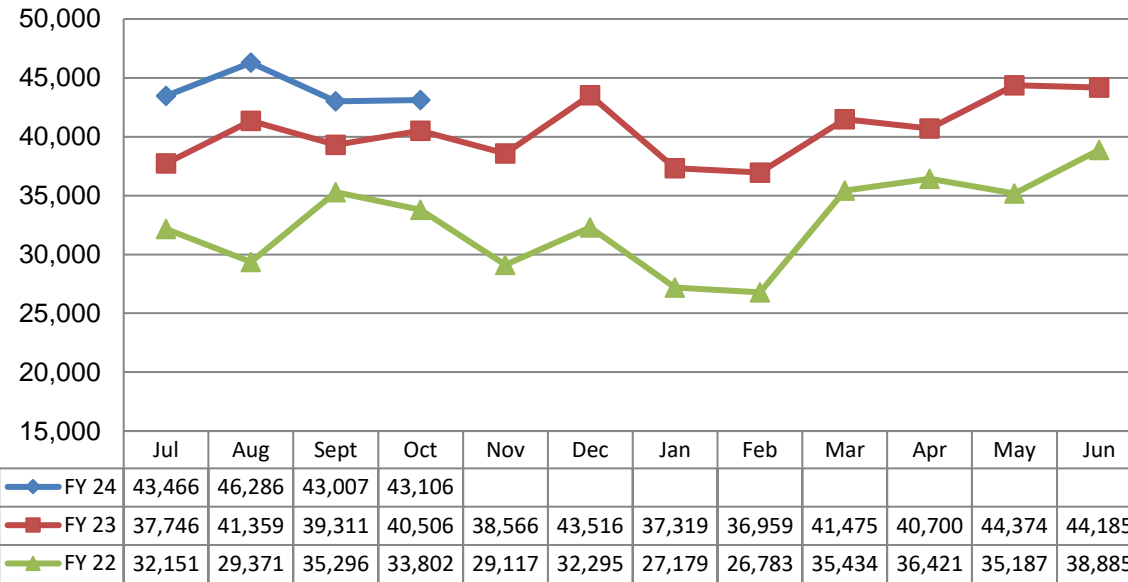


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

### FY 2024 July 1, 2023 – October 31, 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	302,493	50,295	+ 252,198

#### Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
8.53	5.03	+ 3.50

#### On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	84.4%	86.1%	- 1.7 %

#### Scheduled Trips Adherence

Trips Operated	97.4 %
Trips Not Operated	2.6 %

#### Customers with Bikes or Mobility Devices

	FY 24	FY 23	Difference
Bikes	2,442	2,105	+ 337
Mobility Devices	1,417	696	+ 721

#### Customers Per Revenue Mile

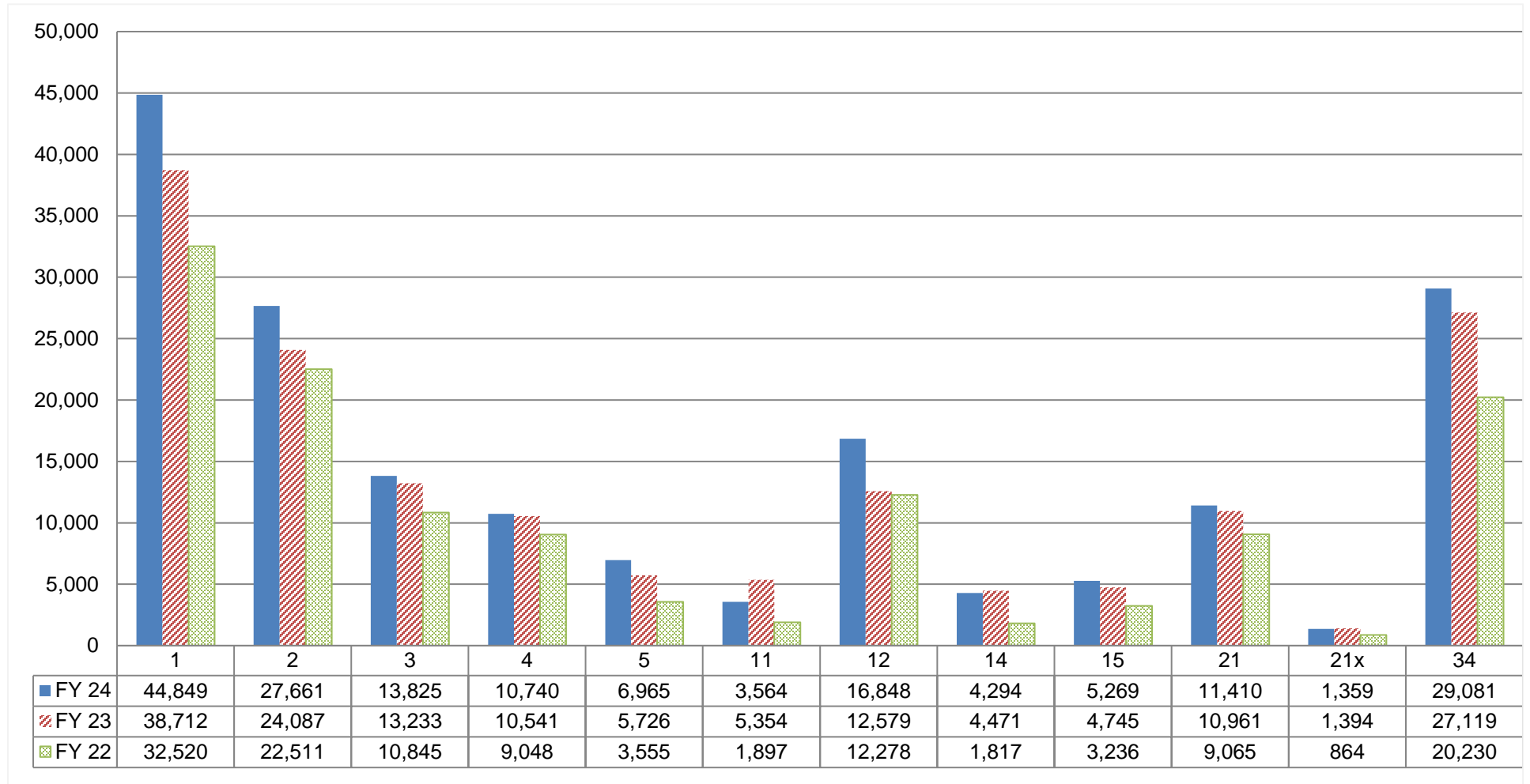
FY 24	FY 23	Difference
0.58	0.53	+ 0.05

#### Preventable Accidents per 100k Miles

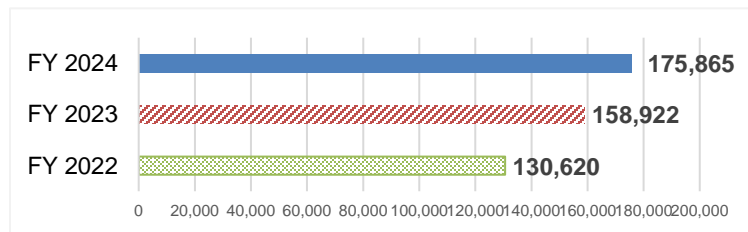
FY 24	FY 23	Difference
0.33	1.33	- 1.00



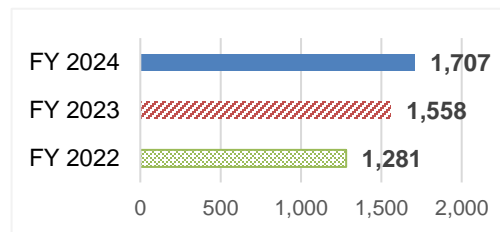
## Total Ridership by Route



## Total Annual System Ridership



## Average Customers per Day



## Average Customers per Hour

