

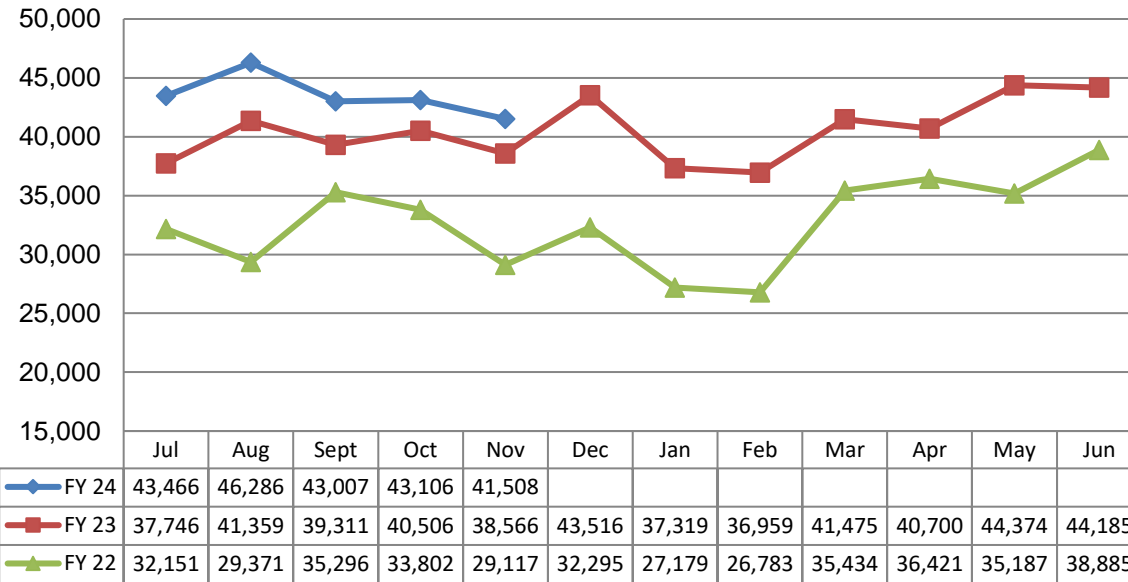


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

### FY 2024 July 1, 2023 – November 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	124,522	61,822	+ 62,700

#### Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
8.74	4.05	+ 4.69

#### On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	84.4%	86.6%	- 2.2 %

#### Scheduled Trips Adherence

Trips Operated	97.3 %
Trips Not Operated	2.7 %

#### Customers with Bikes or Mobility Devices

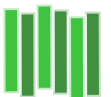
	FY 24	FY 23	Difference
Bikes	2,949	2,542	+ 407
Mobility Devices	1,327	824	+ 503

#### Customers Per Revenue Mile

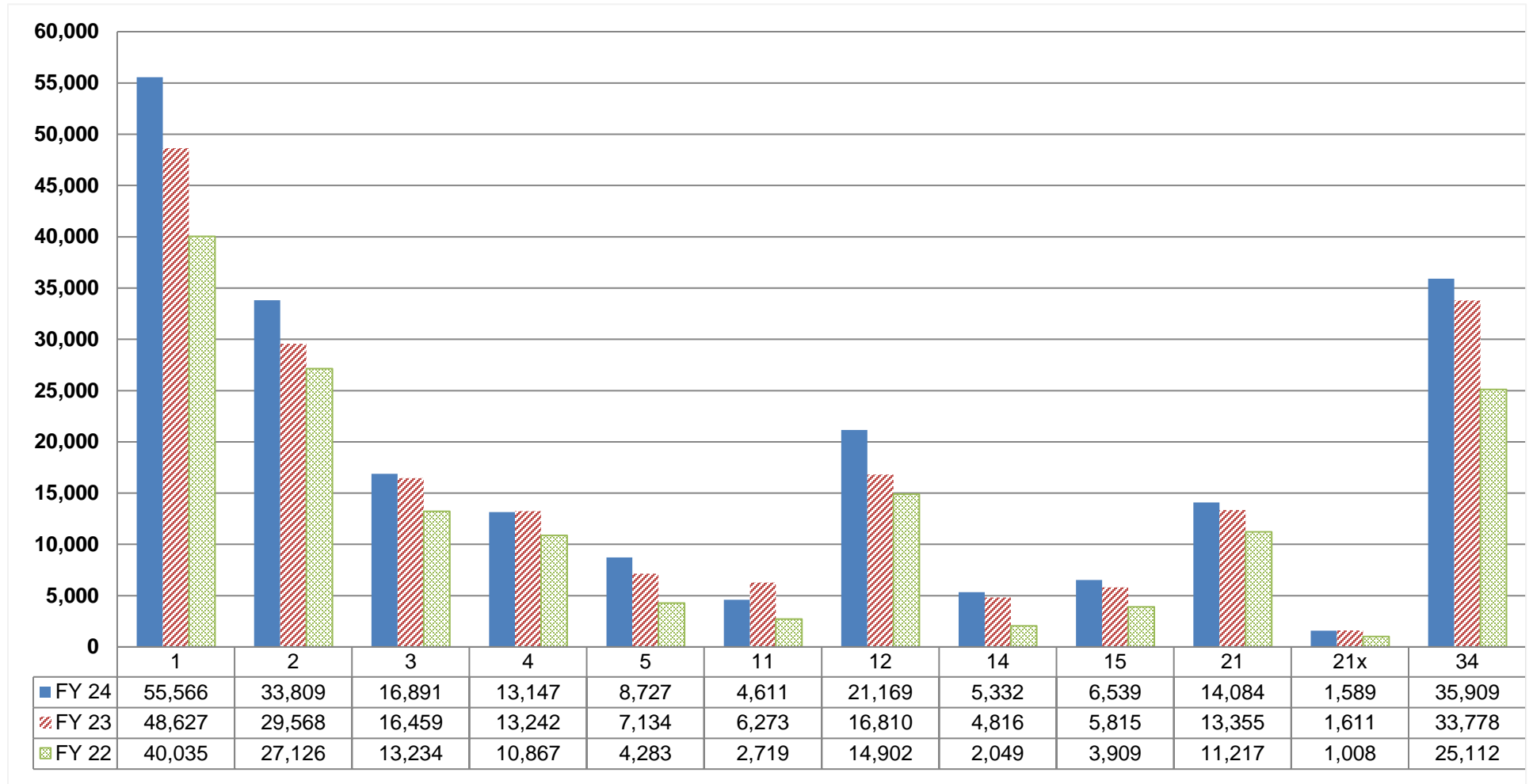
FY 24	FY 23	Difference
0.58	0.53	+ 0.05

#### Preventable Accidents per 100k Miles

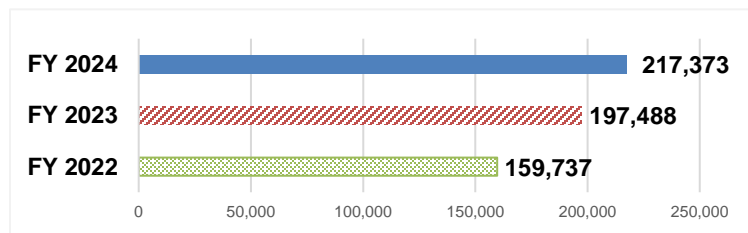
FY 24	FY 23	Difference
0.27	1.08	- 0.81



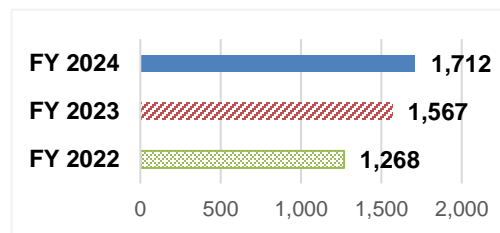
## Total Ridership by Route



## Total Annual System Ridership



## Average Customers per Day



## Average Customers per Hour

