

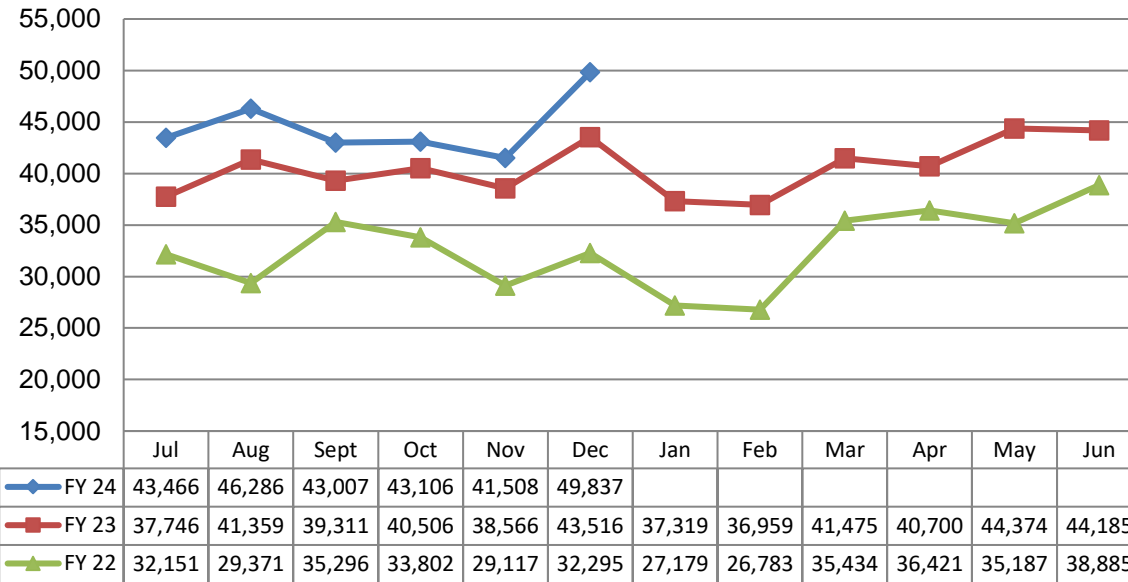


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – December 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	89,525	74,244	+ 15,281

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
7.48	3.73	+ 3.75

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.1%	86.6%	- 1.5 %

Scheduled Trips Adherence

Trips Operated	97.8 %
Trips Not Operated	2.2 %

Customers with Bikes or Mobility Devices

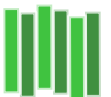
	FY 24	FY 23	Difference
Bikes	3,598	2,925	+ 673
Mobility Devices	1,576	1,000	+ 576

Customers Per Revenue Mile

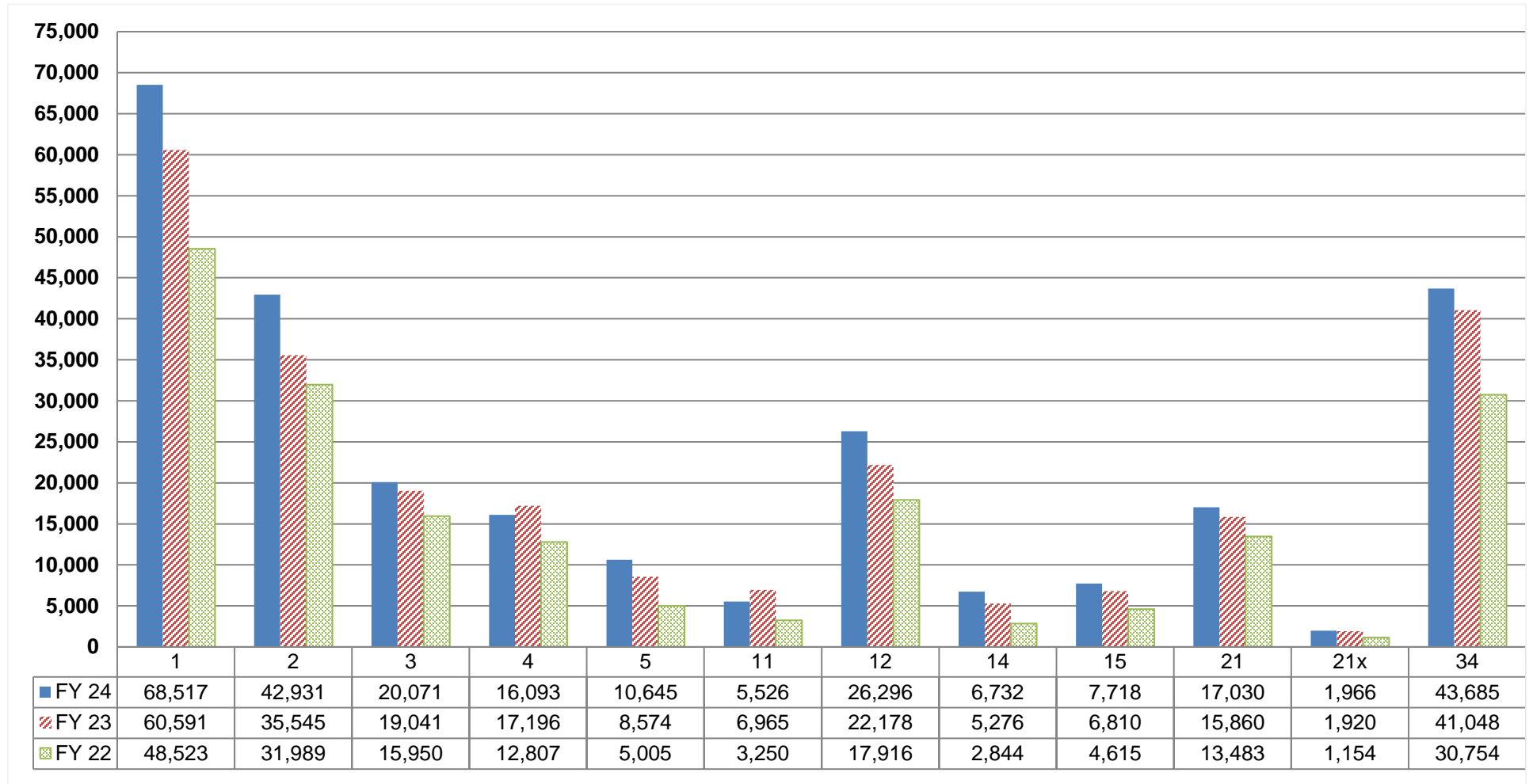
FY 24	FY 23	Difference
0.60	0.54	+ 0.06

Preventable Accidents per 100k Miles

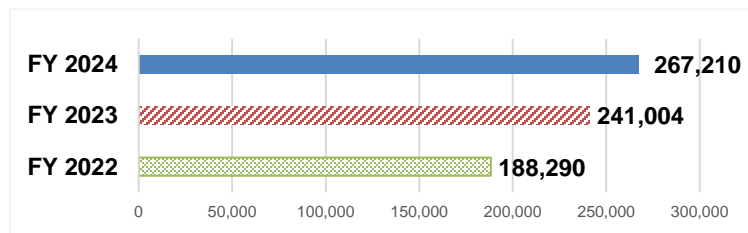
FY 24	FY 23	Difference
0.22	1.12	- 0.90



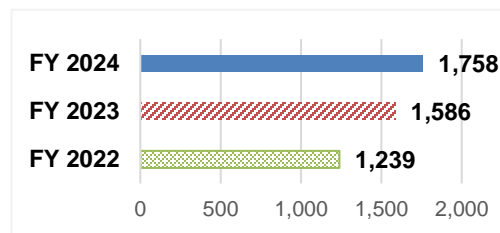
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

