

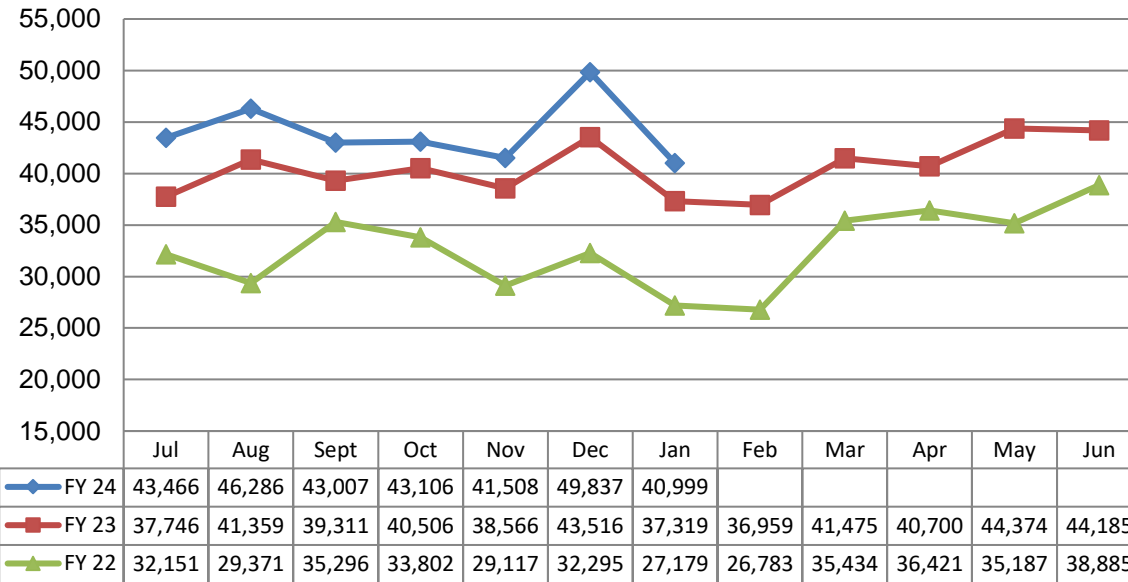


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – January 31, 2024

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	74,632	85,968	- 11,336

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
7.79	3.95	+ 3.84

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.3%	87.5%	- 2.2 %

Scheduled Trips Adherence

Trips Operated	97.8 %
Trips Not Operated	2.2 %

Customers with Bikes or Mobility Devices

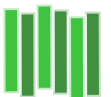
	FY 24	FY 23	Difference
Bikes	3,886	3,157	+ 729
Mobility Devices	1,716	1,121	+ 595

Customers Per Revenue Mile

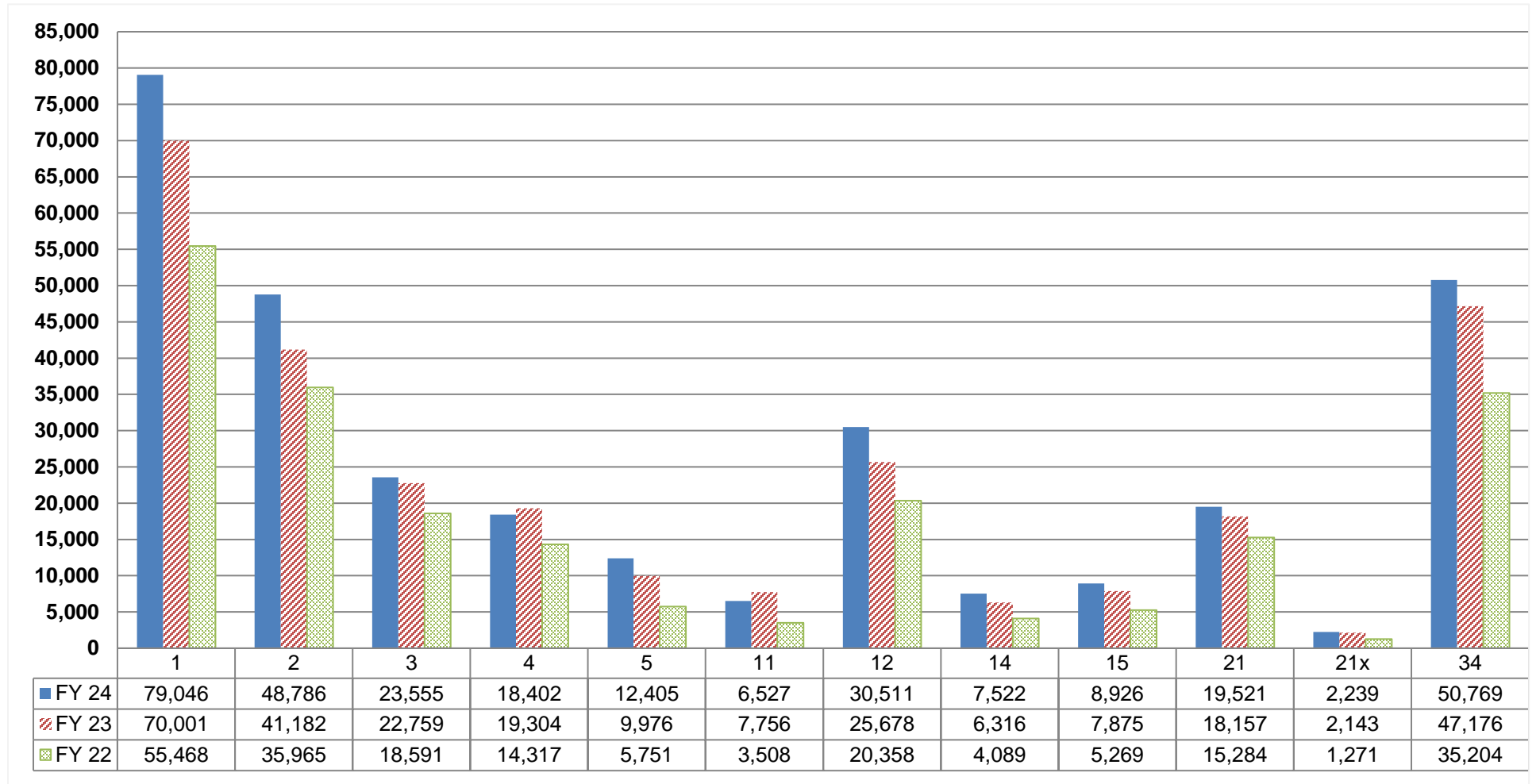
FY 24	FY 23	Difference
0.59	0.54	+ 0.05

Preventable Accidents per 100k Miles

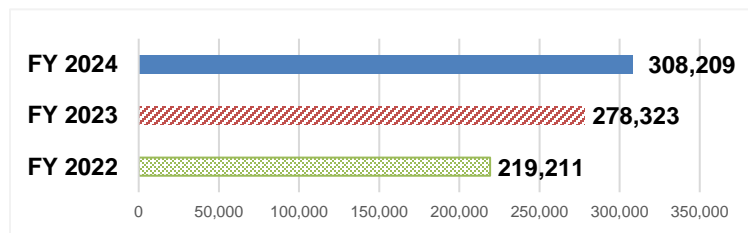
FY 24	FY 23	Difference
0.19	1.16	- 0.97



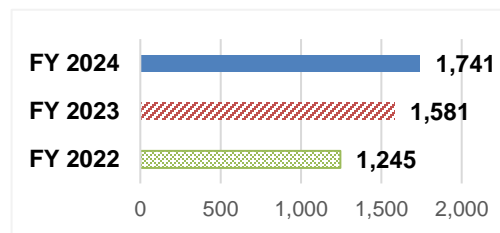
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

