

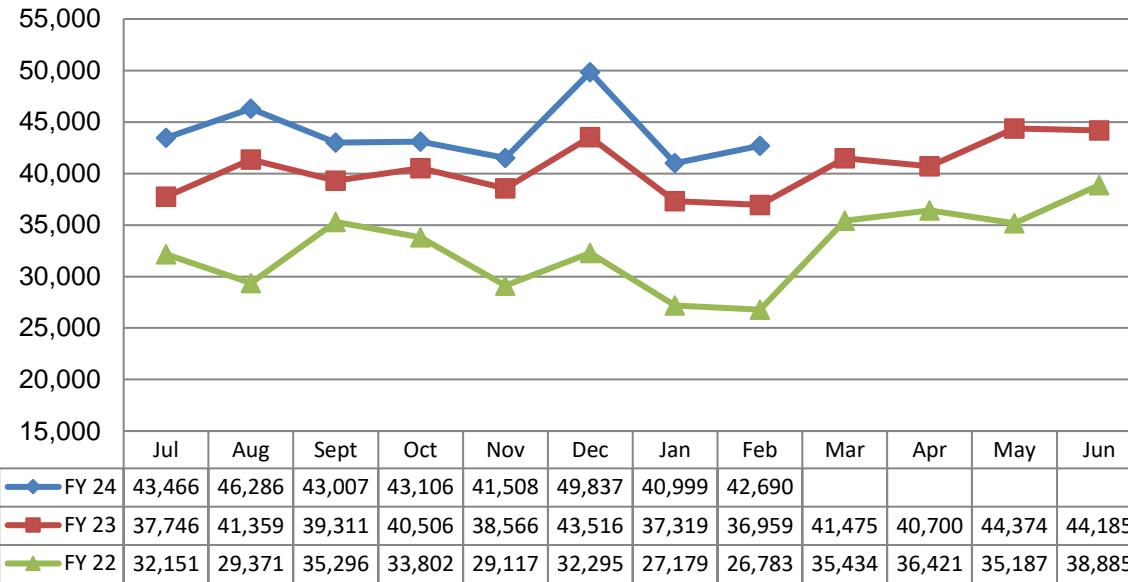


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – February 29, 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	85,587	97,806	- 12,228

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
7.12	3.49	+ 3.63

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.9%	88.0%	- 2.1 %

Scheduled Trips Adherence

Trips Operated	97.9 %
Trips Not Operated	2.1 %

Customers with Bikes or Mobility Devices

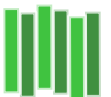
	FY 24	FY 23	Difference
Bikes	4,259	3,332	+ 927
Mobility Devices	1,883	1,209	+ 674

Customers Per Revenue Mile

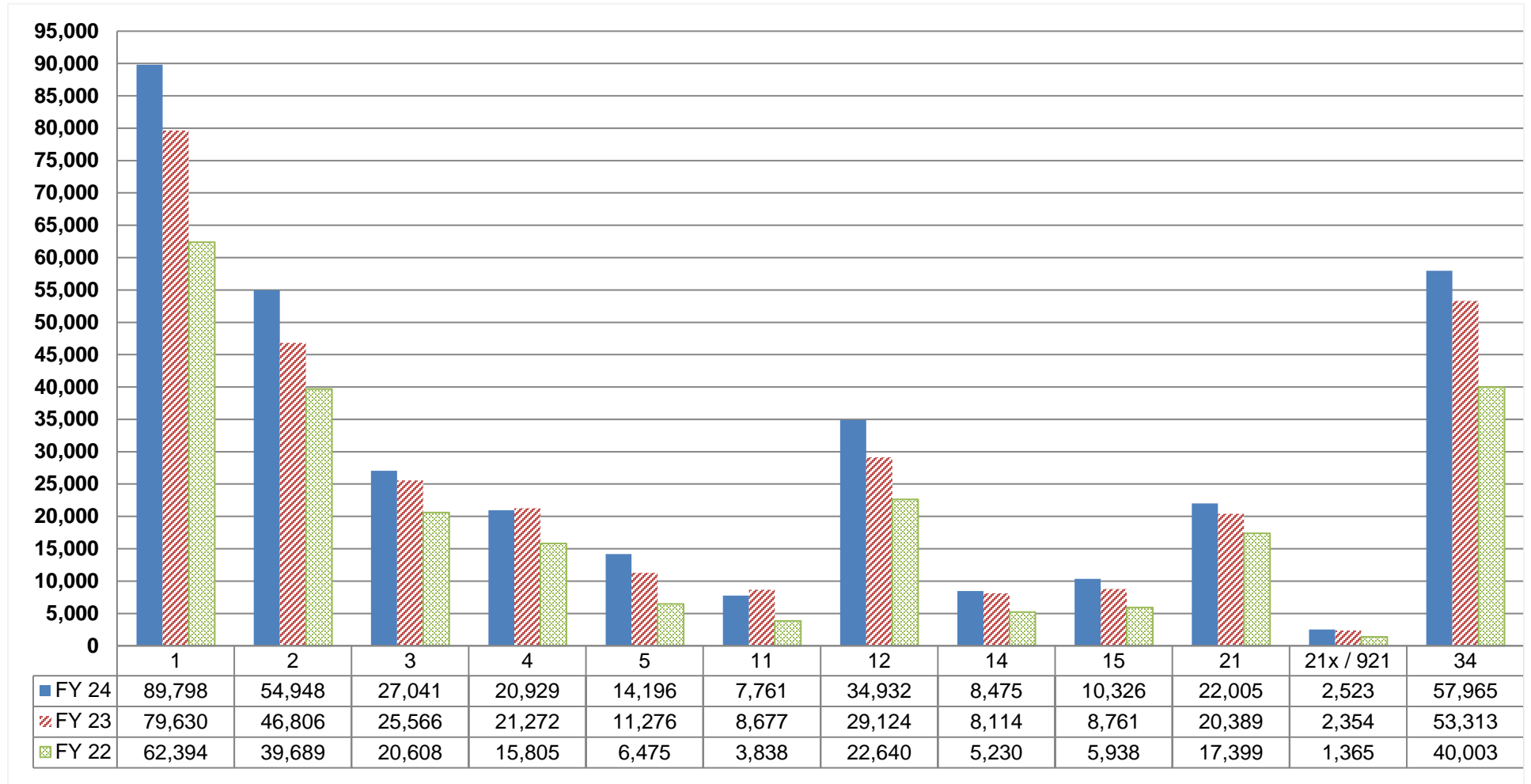
FY 24	FY 23	Difference
0.59	0.54	+ 0.05

Preventable Accidents per 100k Miles

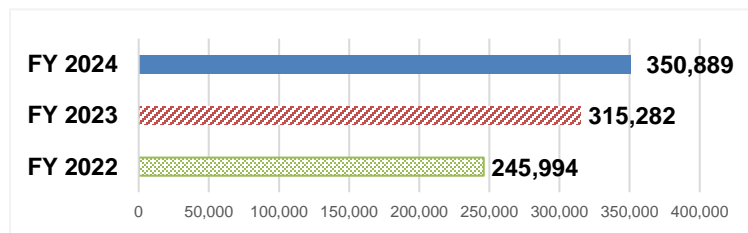
FY 24	FY 23	Difference
0.17	1.02	- 0.85



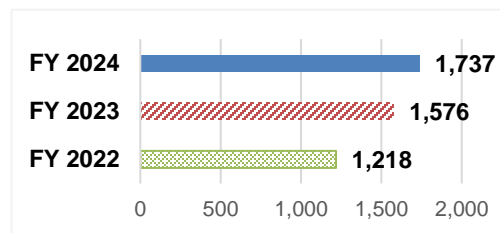
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

