

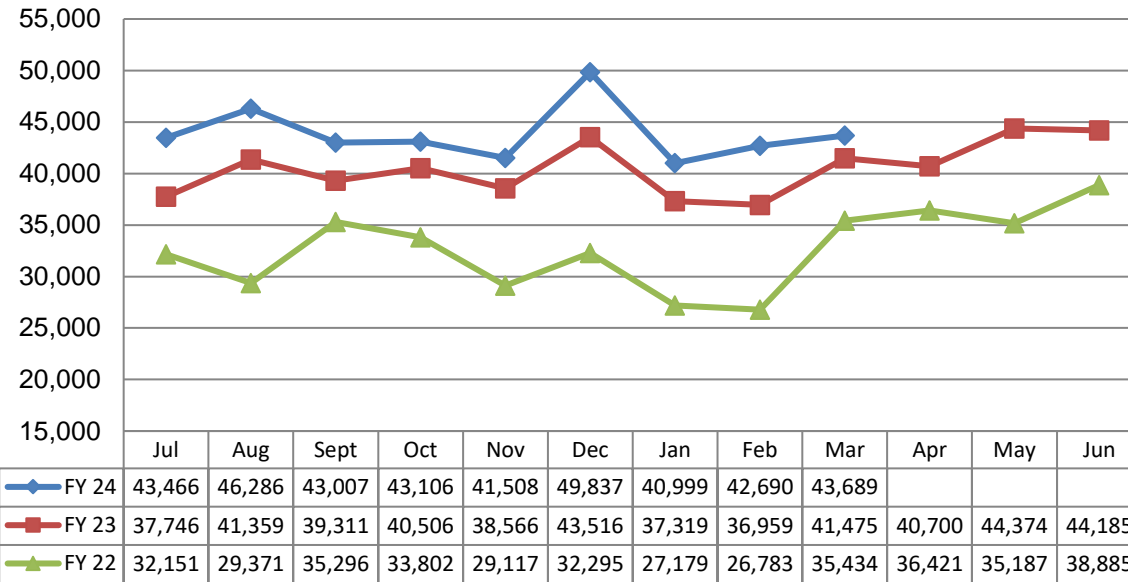


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – March 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	96,343	110,524	- 14,181

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
7.35	3.08	+ 4.27

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.7%	87.7%	- 2.1 %

Scheduled Trips Adherence

Trips Operated	97.5 %
Trips Not Operated	2.5 %

Customers with Bikes or Mobility Devices

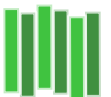
	FY 24	FY 23	Difference
Bikes	4,678	3,597	+ 1,081
Mobility Devices	2,066	1,400	+ 666

Customers Per Revenue Mile

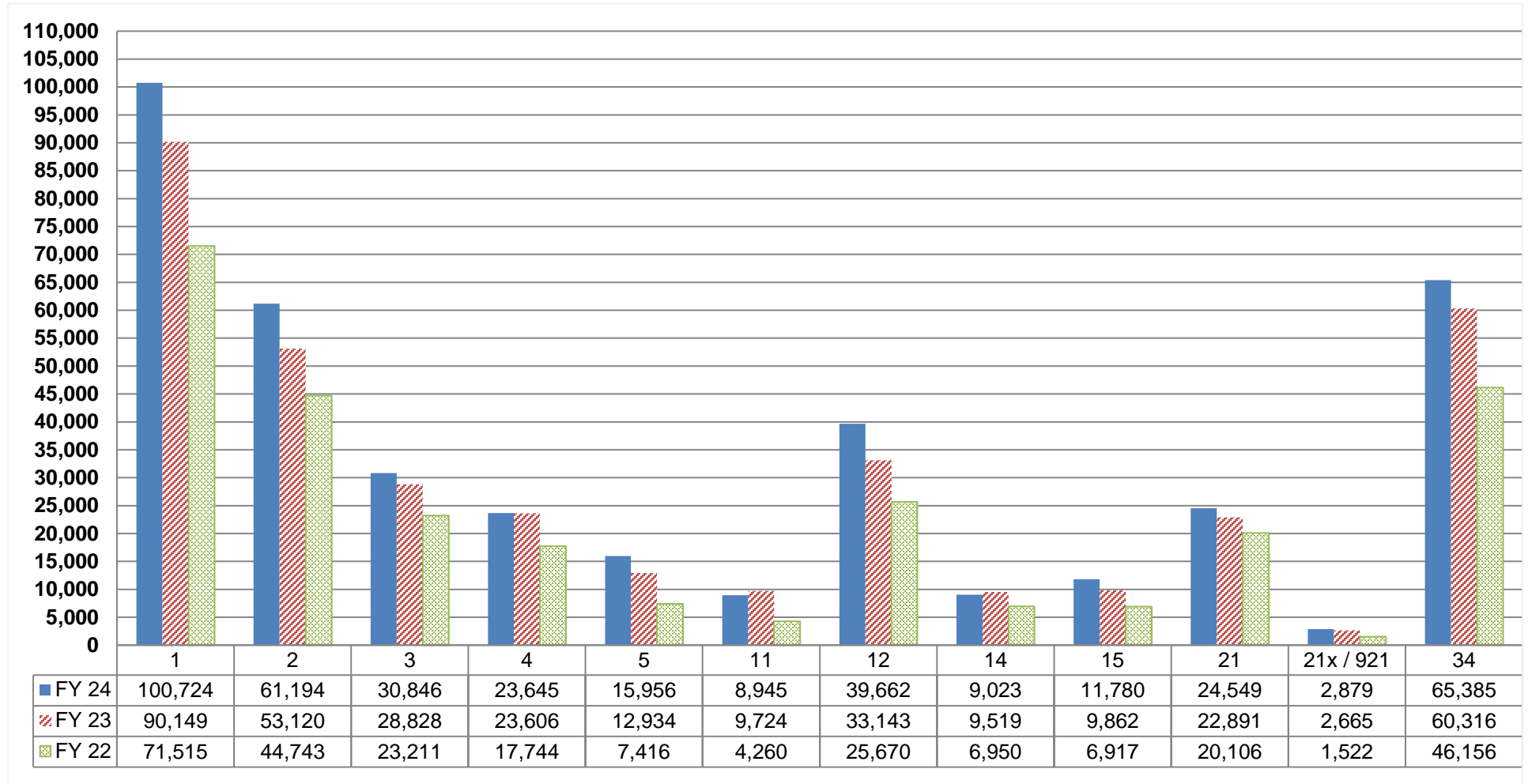
FY 24	FY 23	Difference
0.59	0.54	+ 0.05

Preventable Accidents per 100k Miles

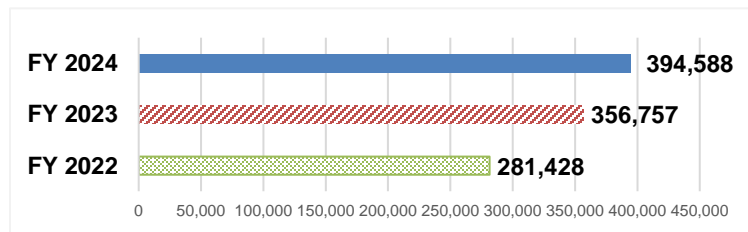
FY 24	FY 23	Difference
0.30	0.90	- 0.60



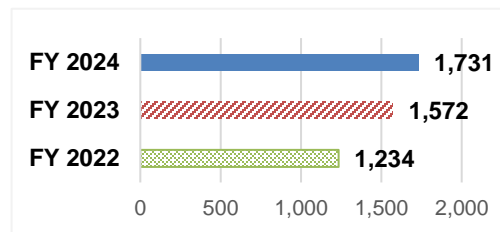
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

