

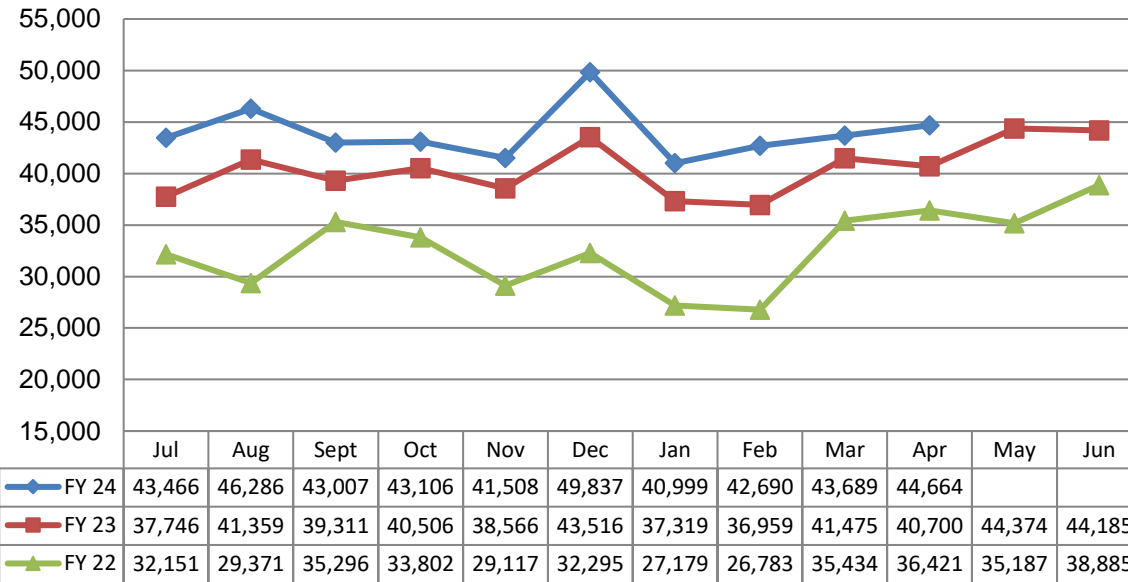


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – April 30, 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	107,321	122,742	- 15,421

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
6.83	2.77	+ 4.06

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.8%	87.8%	- 2.0 %

Scheduled Trips Adherence

Trips Operated	97.3 %
Trips Not Operated	2.7 %

Customers with Bikes or Mobility Devices

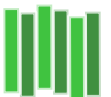
	FY 24	FY 23	Difference
Bikes	5,151	4,024	+ 1,127
Mobility Devices	2,312	1,620	+ 692

Customers Per Revenue Mile

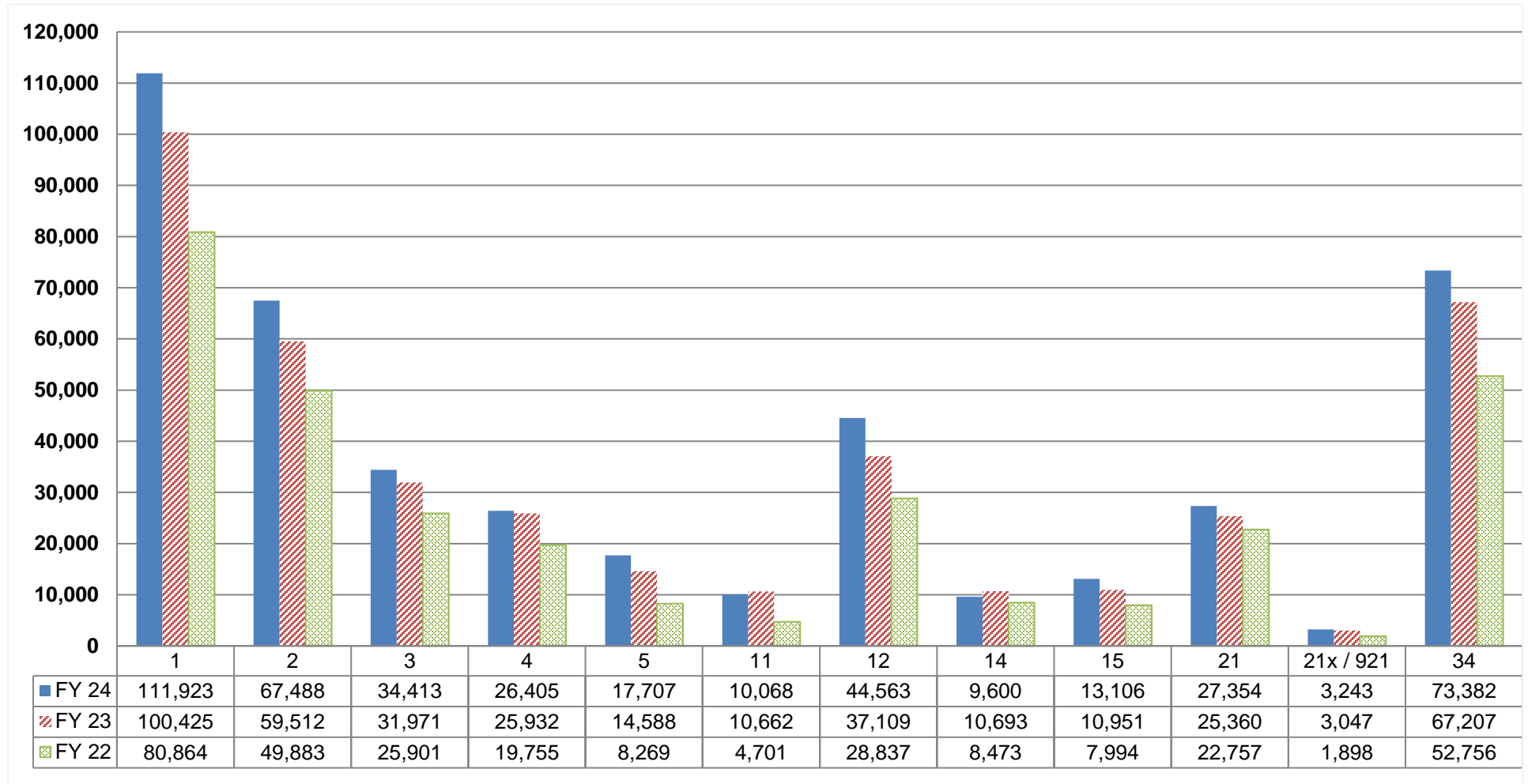
FY 24	FY 23	Difference
0.58	0.54	+ 0.04

Preventable Accidents per 100k Miles

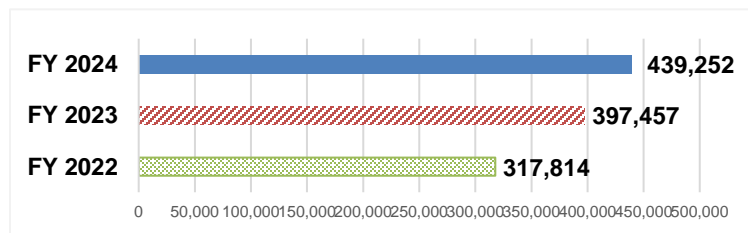
FY 24	FY 23	Difference
0.40	0.95	- 0.55



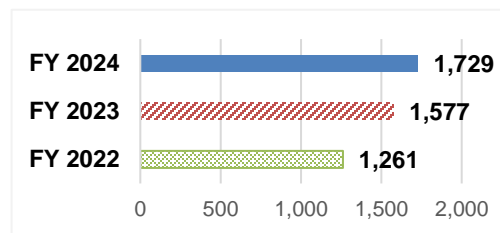
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

