

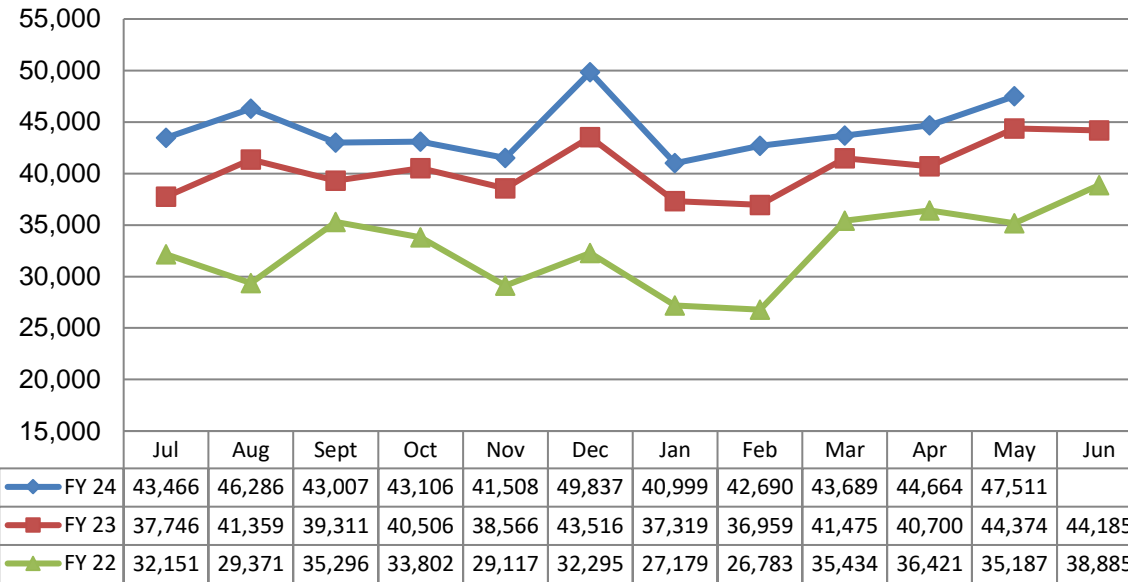


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2024 July 1, 2023 – May 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	118,019		- 15,421

Valid Customer Complaints per 100k Customers

FY 24	FY 23	Difference
7.19	3.62	+ 3.57

On-time Performance

Departures	FY 24	FY 23	Difference
No later than five (5) minutes past scheduled time	85.4%	86.9%	- 1.5 %

Scheduled Trips Adherence

Trips Operated	97.4 %
Trips Not Operated	2.6 %

Customers with Bikes or Mobility Devices

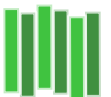
	FY 24	FY 23	Difference
Bikes	5,709	4,705	+ 1,004
Mobility Devices	2,557	1,819	+ 738

Customers Per Revenue Mile

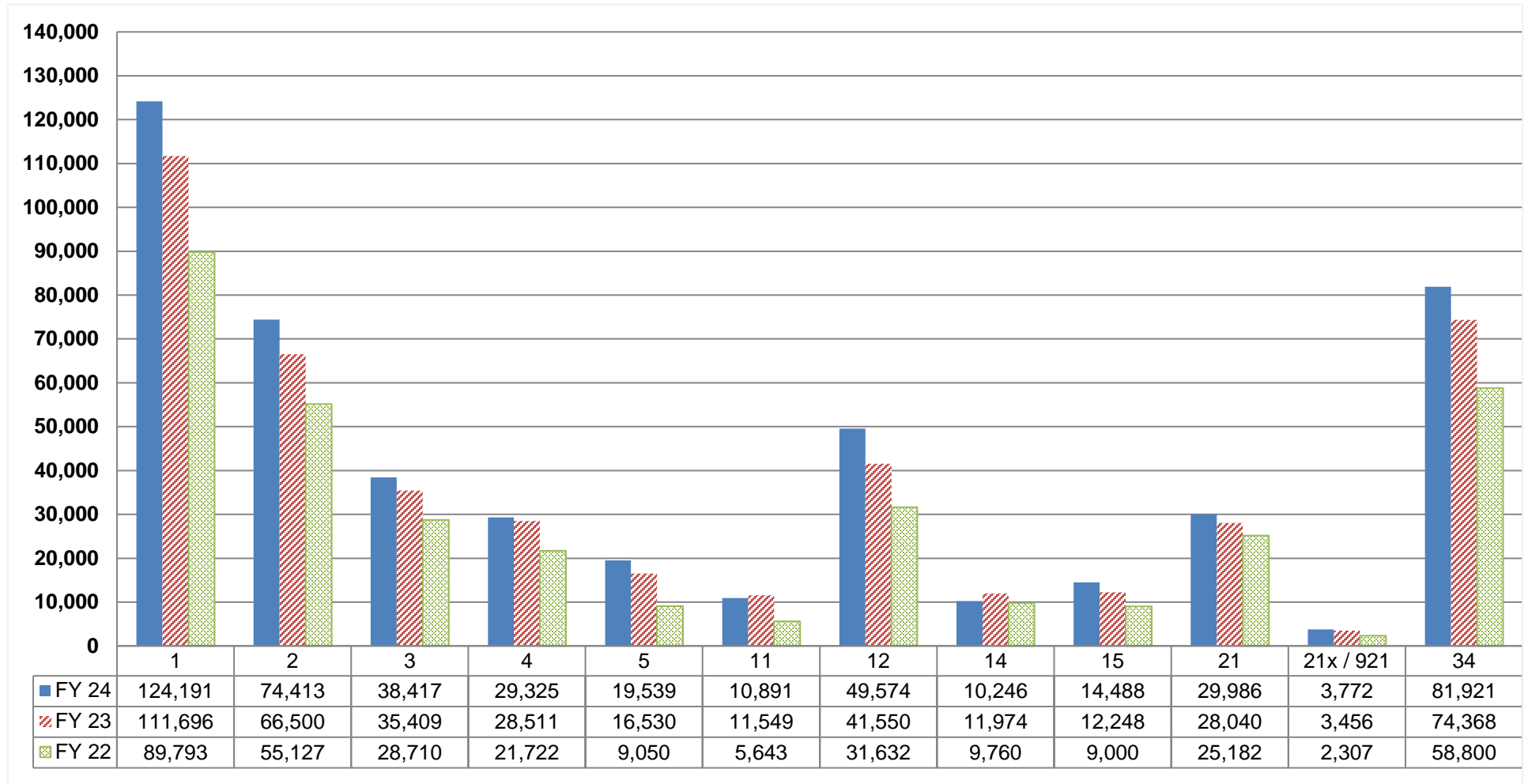
FY 24	FY 23	Difference
0.59	0.54	+ 0.05

Preventable Accidents per 100k Miles

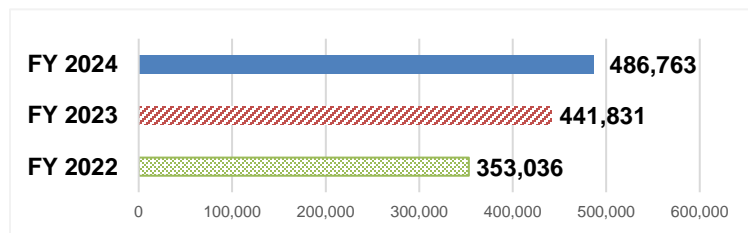
FY 24	FY 23	Difference
0.48	0.98	- 0.50



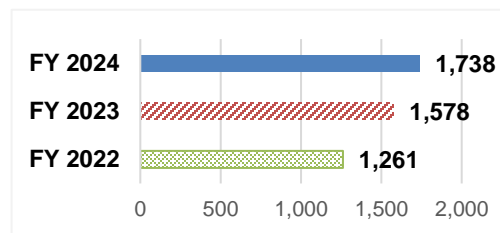
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

