

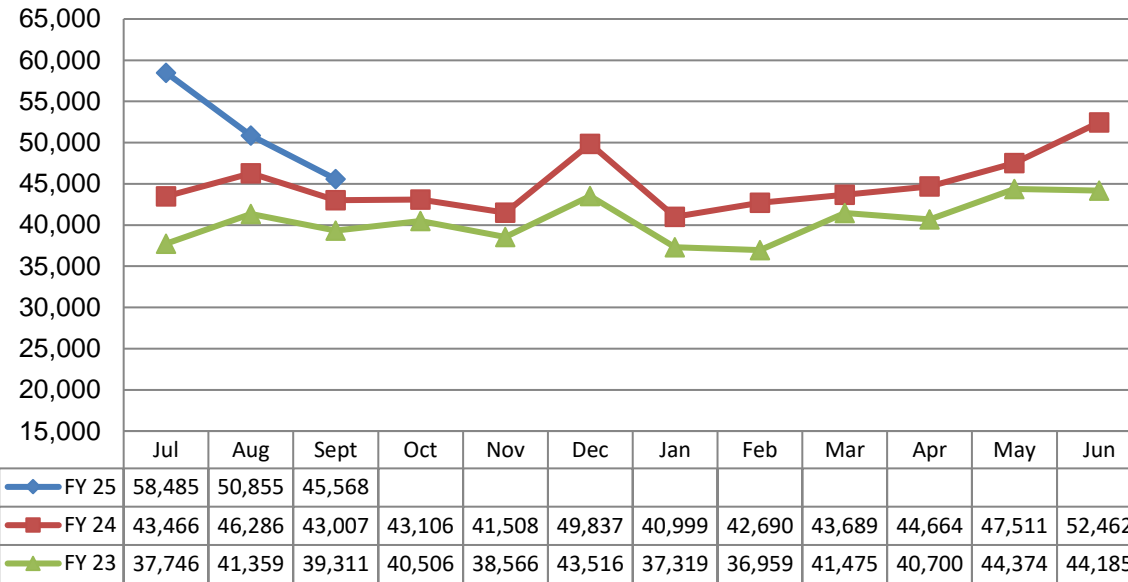


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – September 30, 2024

Total Fixed Route Ridership



Maintenance Statistics

	FY 25	FY 24	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.00 %
Mean Distance Between Failure	45,469	226,814	- 80%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
9.04	9.04	+ 0%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled	83.3%	84.4%	- 1.1%

Scheduled Trips Adherence

Trips Operated	99.5 %
Trips Not Operated	0.5 %

Customers with Bikes or Mobility Devices

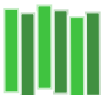
	FY 25	FY 24	Difference
Bikes	2,222	1,859	+ 20%
Mobility Devices	929	766	+ 21%

Customers Per Revenue Mile

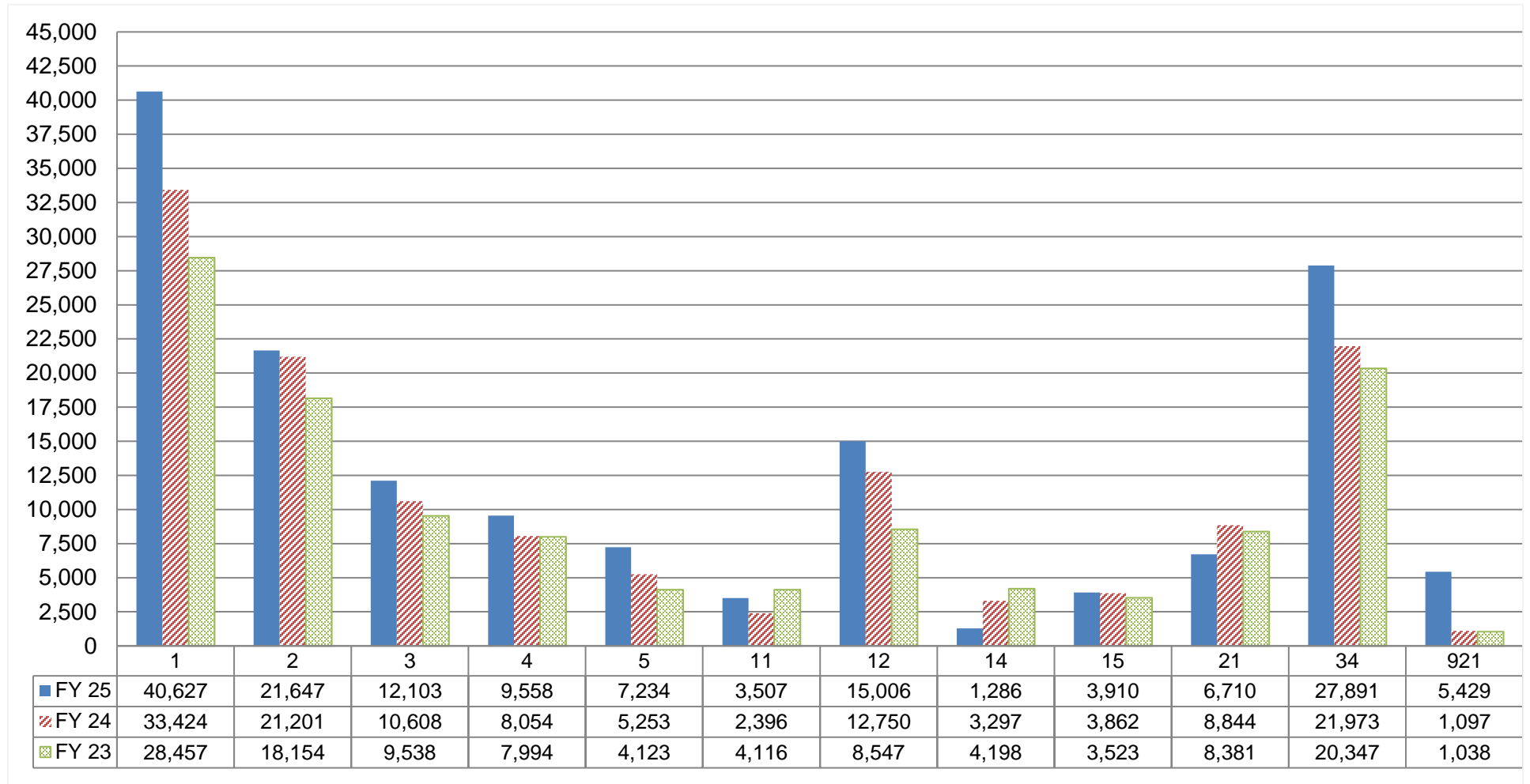
FY 25	FY 24	Difference
0.68	0.59	+ 15%

Preventable Accidents per 100k Miles

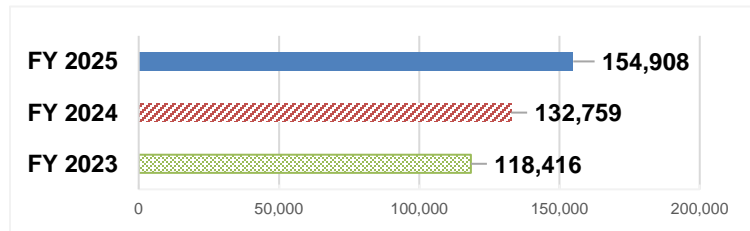
FY 25	FY 24	Difference
1.32	0.44	+ 200%



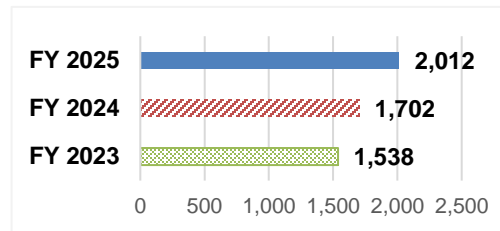
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

