

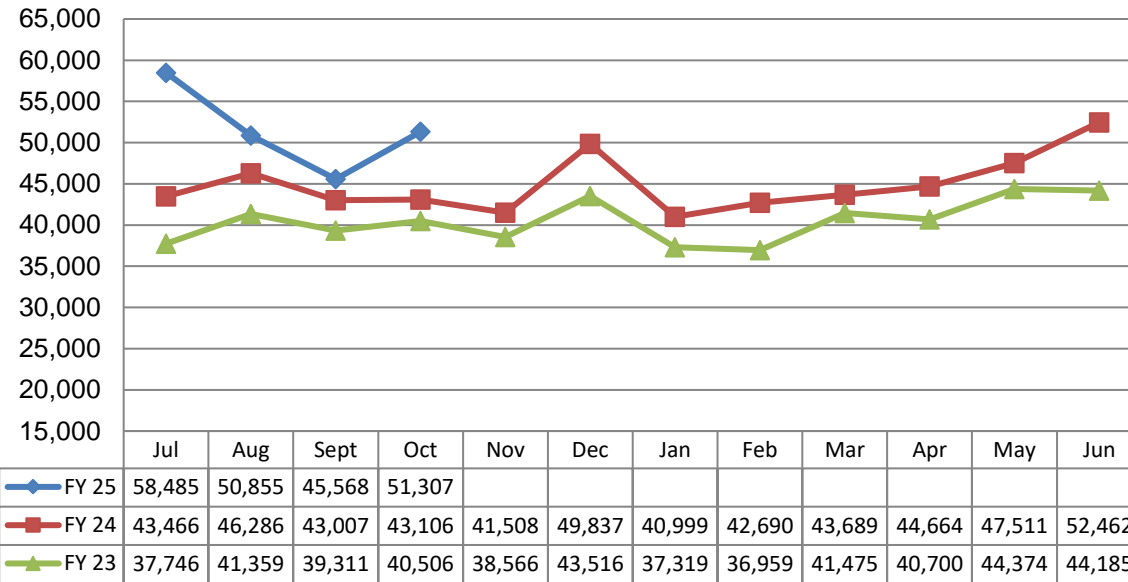


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – October 31, 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	59,753	302,493	- 80%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
8.73	8.53	+ 2%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled	81.7%	84.4%	- 2.7%

Scheduled Trips Adherence

Trips Operated	99.4 %
Trips Not Operated	0.6 %

Customers with Bikes or Mobility Devices

	FY 25	FY 24	Difference
Bikes	2,731	2,442	+ 12%
Mobility Devices	1,283	1,147	+ 12%

Customers Per Revenue Mile

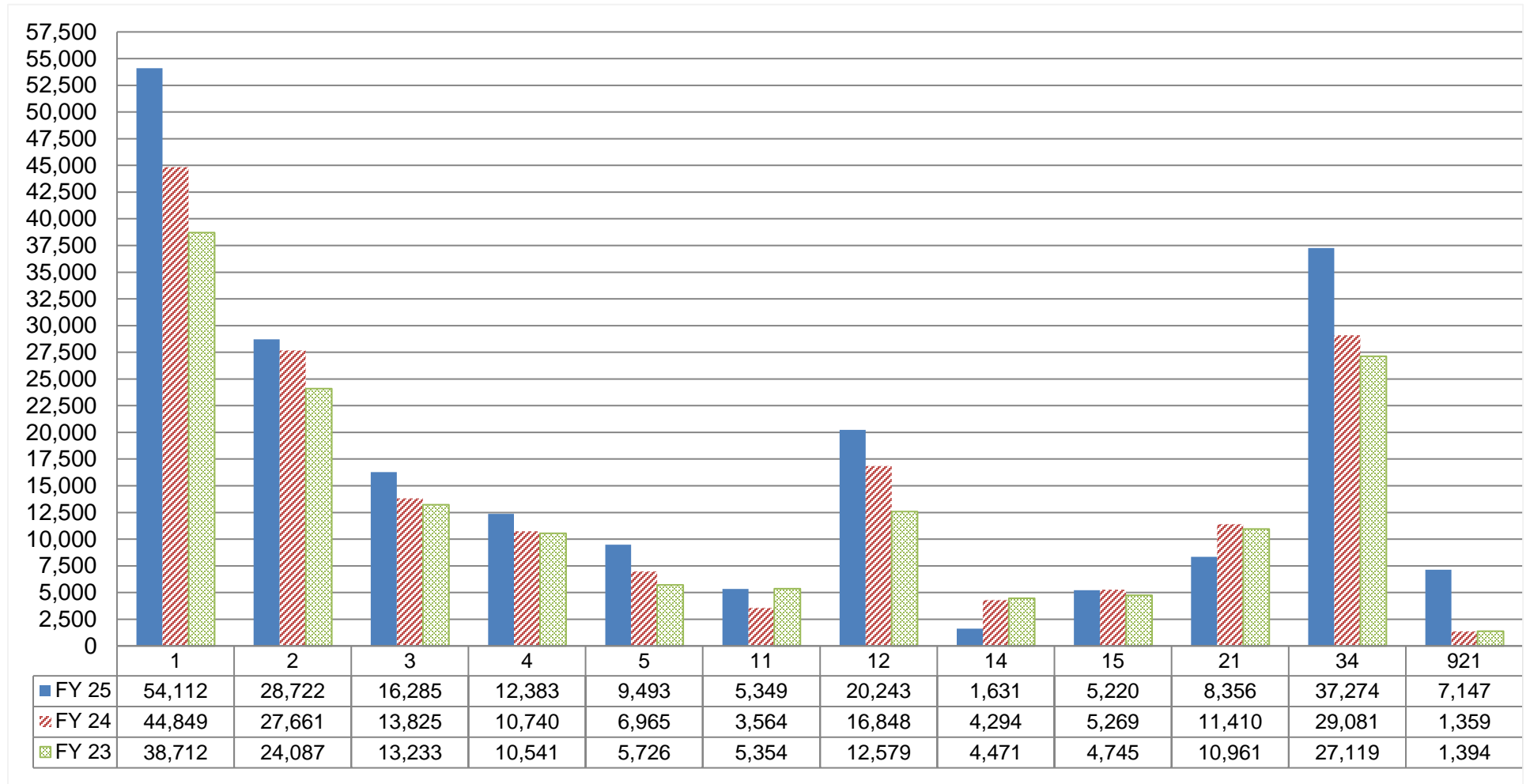
FY 25	FY 24	Difference
0.69	0.58	+ 19%

Preventable Accidents per 100k Miles

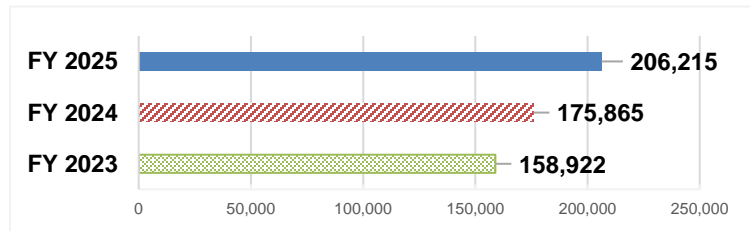
FY 25	FY 24	Difference
1.00	0.33	+ 203%



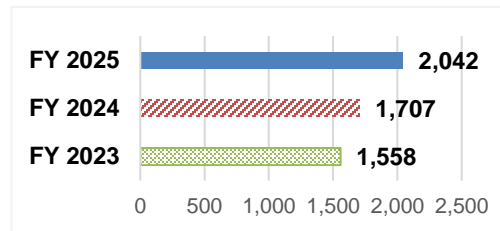
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

