

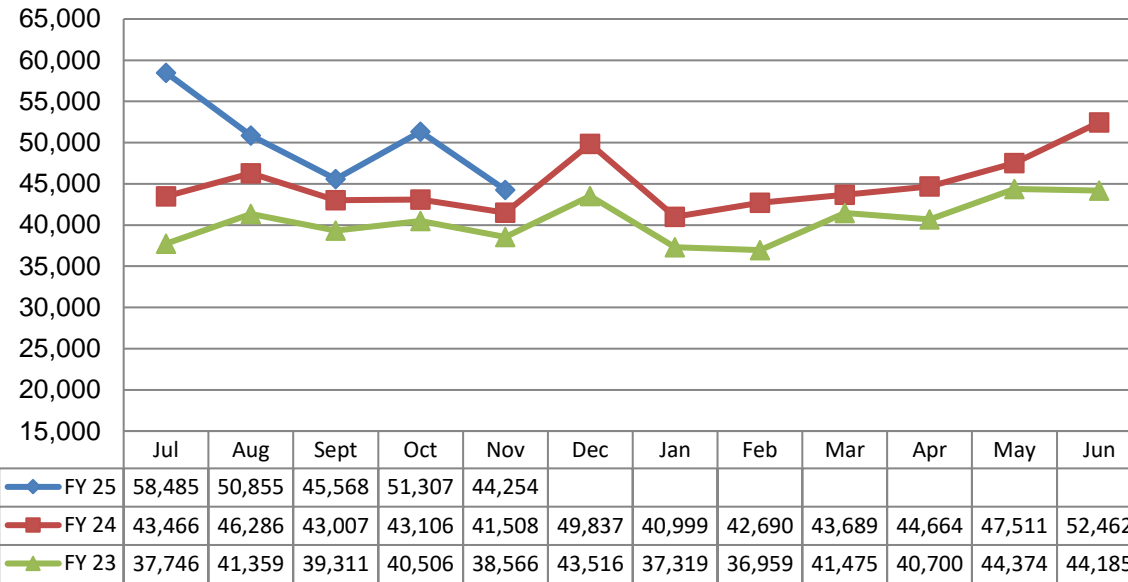


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – November 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	73,848	124,522	- 41%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
9.98	8.74	+ 14%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	81.6%	84.4%	- 2.8%

Scheduled Trips Adherence

Trips Operated	99.2 %
Trips Not Operated	0.8 %

Customers with Bikes or Mobility Devices

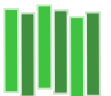
	FY 25	FY 24	Difference
Bikes	3,117	2,949	+ 6%
Mobility Devices	1,494	1,327	+ 13 %

Customers Per Revenue Mile

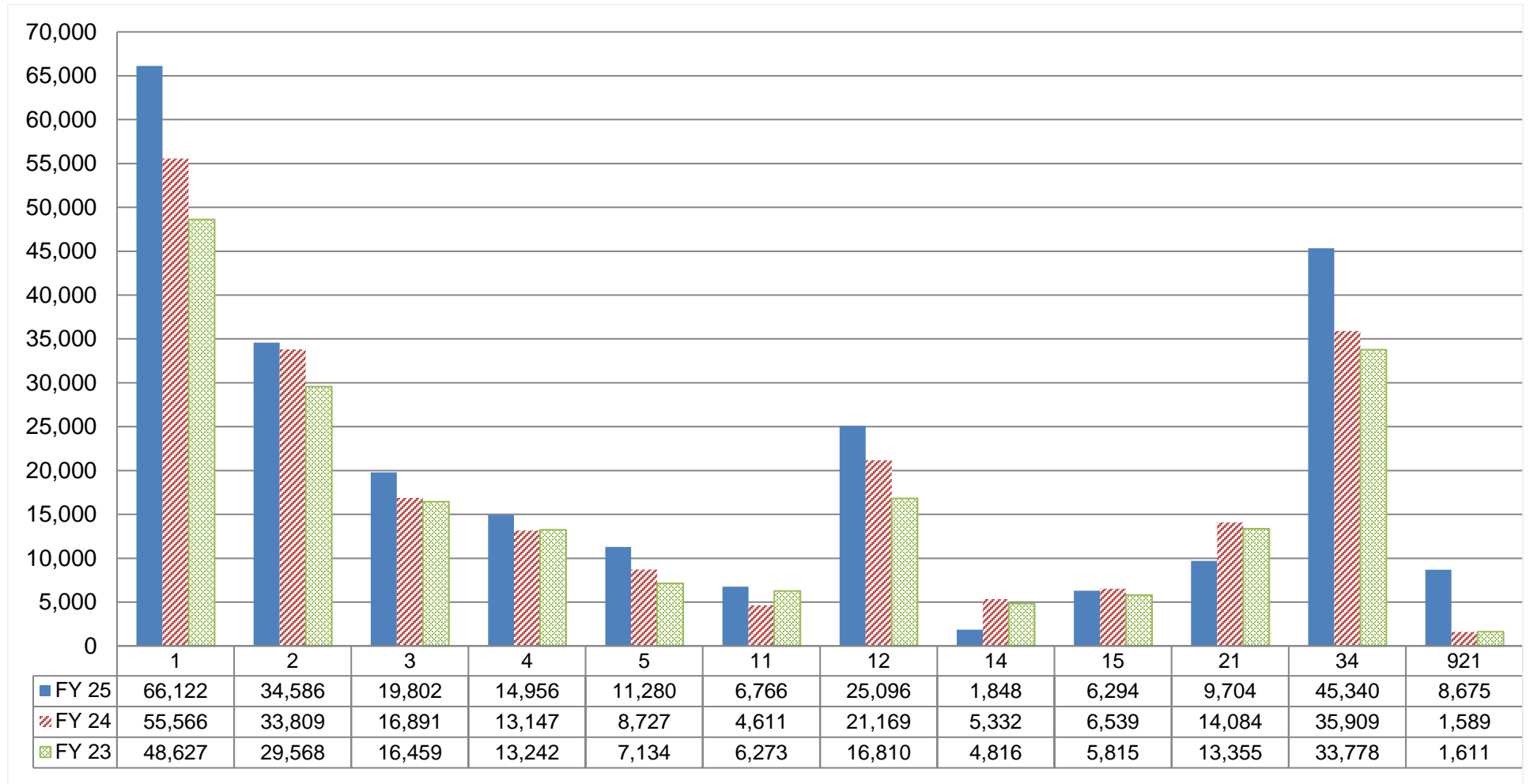
FY 25	FY 24	Difference
0.69	0.58	+ 19%

Preventable Accidents per 100k Miles

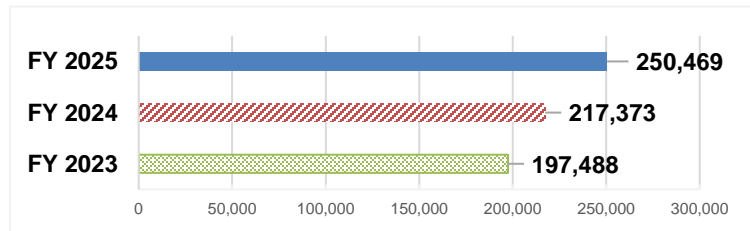
FY 25	FY 24	Difference
1.08	0.27	+ 300%



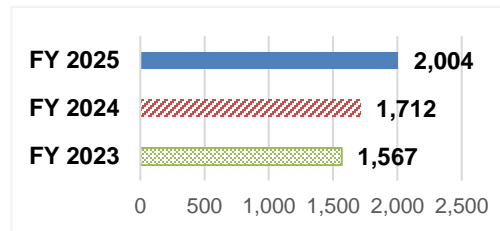
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

