

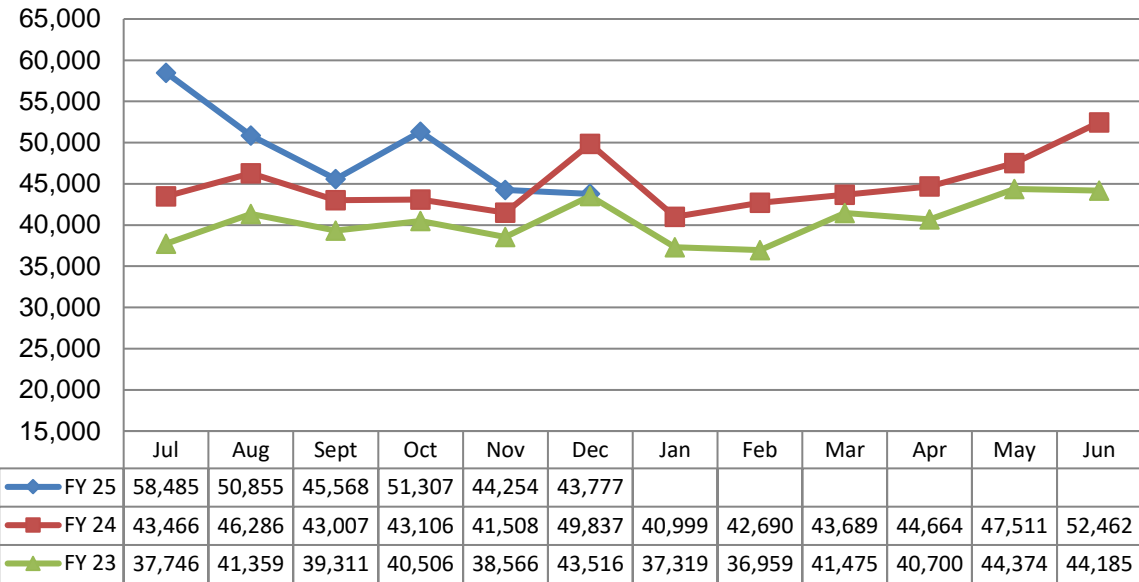


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

### FY 2025 July 1, 2024 – December 31, 2024

#### Total Fixed Route Ridership



#### On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	82.1%	85.1%	- 3.0%

#### Scheduled Trips Adherence

Trips Operated	99.2 %
Trips Not Operated	0.78 %

#### Customers with Bikes or Mobility Devices

	FY 25	FY 24	Difference
Bikes	3,700	3,598	+ 2.83%
Mobility Devices	1,872	1,576	+ 18.70 %

#### Maintenance Statistics

	FY 25	FY 24	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.00 %
Mean Distance Between Failure	74,011	89,524.75	- 83%

#### Customers Per Revenue Mile

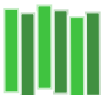
FY 25	FY 24	Difference
0.66	0.60	+ 10%

#### Valid Customer Complaints per 100k Customers

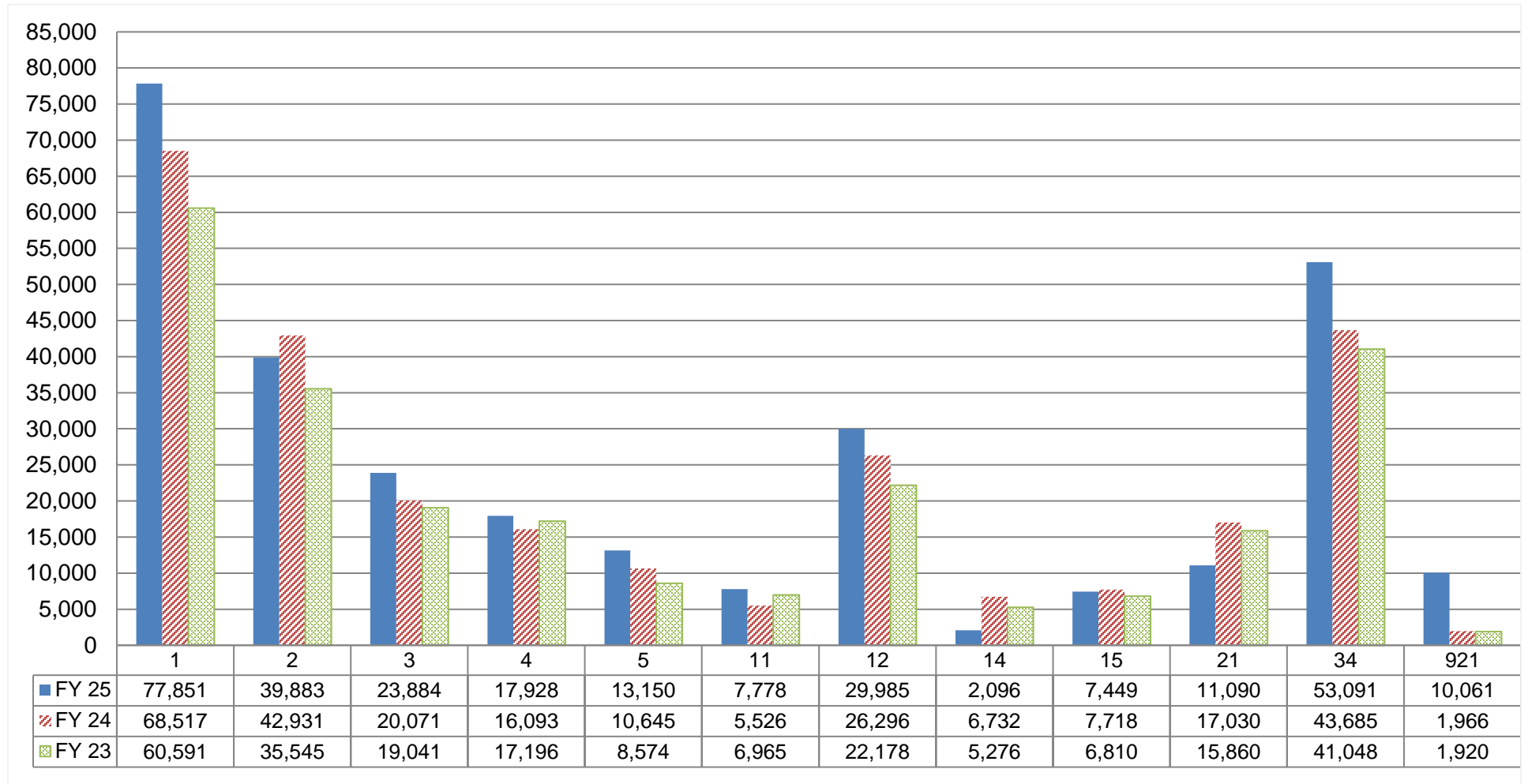
FY 25	FY 24	Difference
9.86	7.48	+ 31%

#### Preventable Accidents per 100k Miles

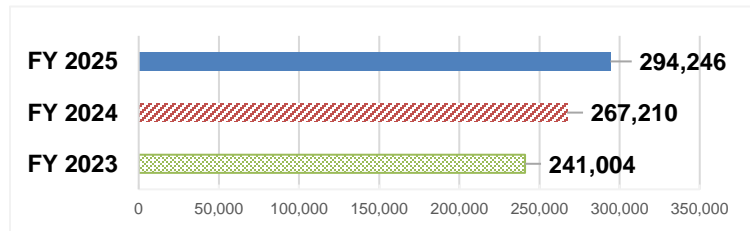
FY 25	FY 24	Difference
0.90	0.22	+ 309%



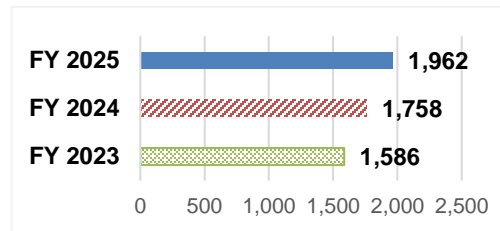
# Total Ridership by Route



## Total Annual System Ridership



## Average Customers per Day



## Average Customers per Hour

