

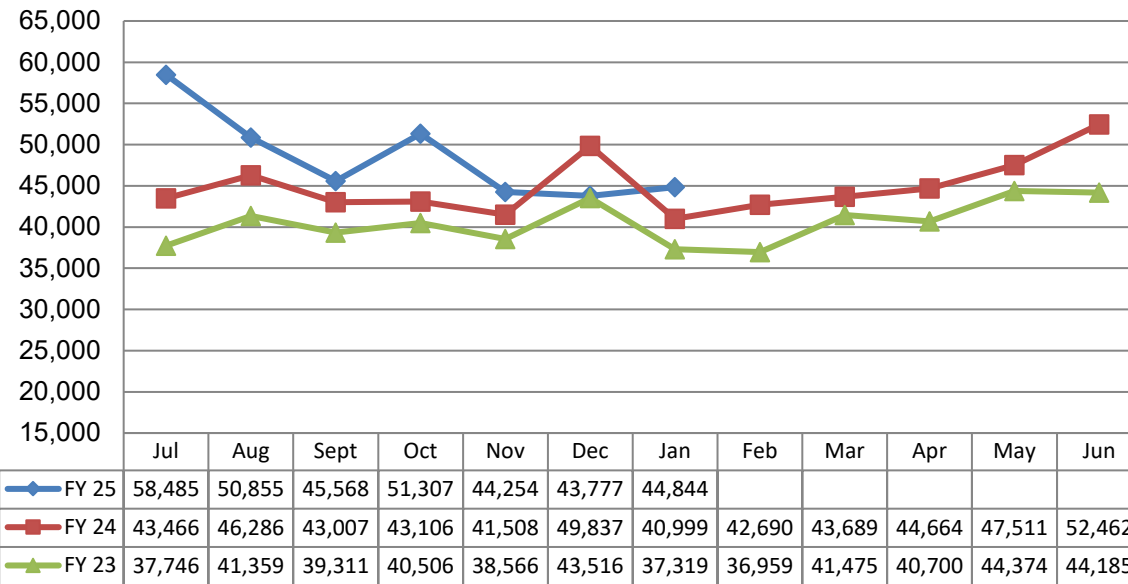


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – January 31, 2025

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	86,292.75	74,632.30	+14.49%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
9.73	7.79	+ 22.15%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	81.8%	85.3%	- 3.5%

Scheduled Trips Adherence

Trips Operated	99.6 %
Trips Not Operated	0.04 %

Customers with Bikes or Mobility Devices

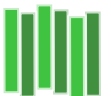
	FY 25	FY 24	Difference
Bikes	4,045	3,886	+ 4.00%
Mobility Devices	2,196	1,716	+ 24.53 %

Customers Per Revenue Mile

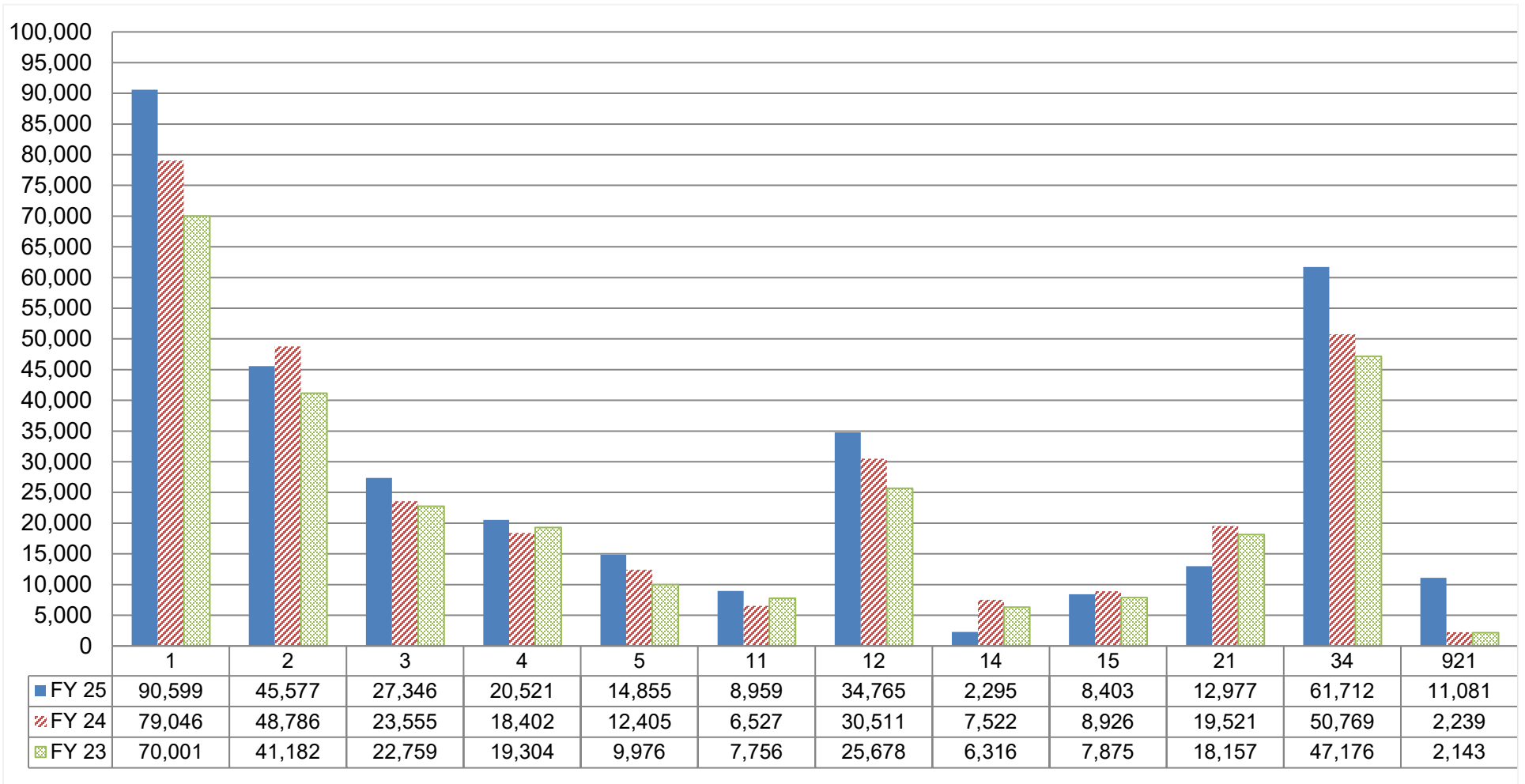
FY 25	FY 24	Difference
0.65	0.59	+ 10%

Preventable Accidents per 100k Miles

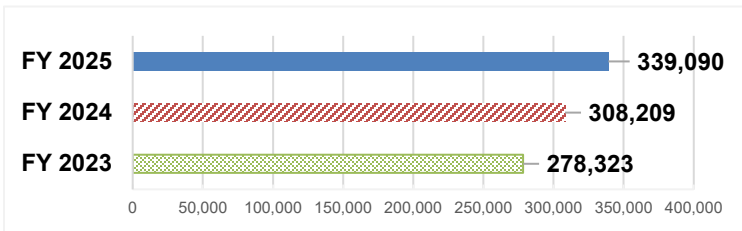
FY 25	FY 24	Difference
1.16	0.19	+ 143.70%



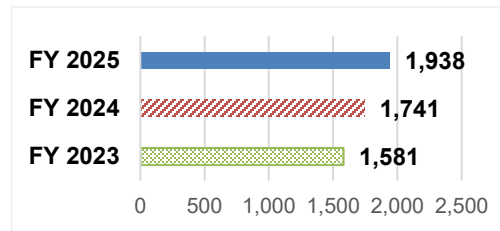
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

