

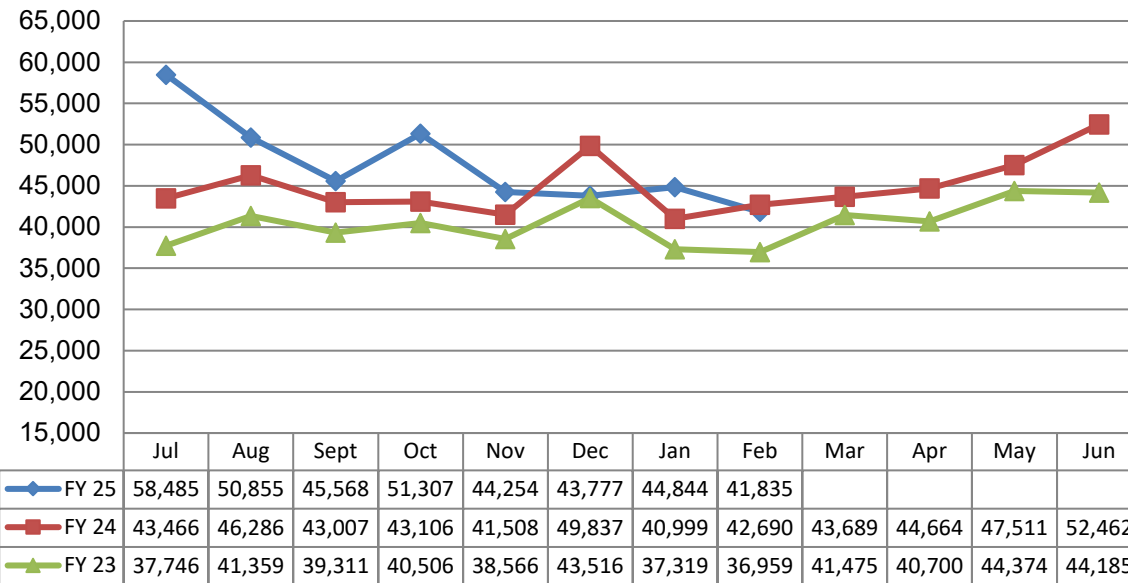


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – February 28, 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	69,275.50	79,093.82	-13.23%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
8.93	7.12	+ 22.15%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	81.3%	85.5%	- 5.04%

Scheduled Trips Adherence

Trips Operated	96.01 %
Trips Not Operated	3.99 %

Customers with Bikes or Mobility Devices

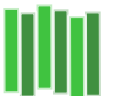
	FY 25	FY 24	Difference
Bikes	4,322	4,259	+ 1.47%
Mobility Devices	2,391	1,883	+ 23.77 %

Customers Per Revenue Mile

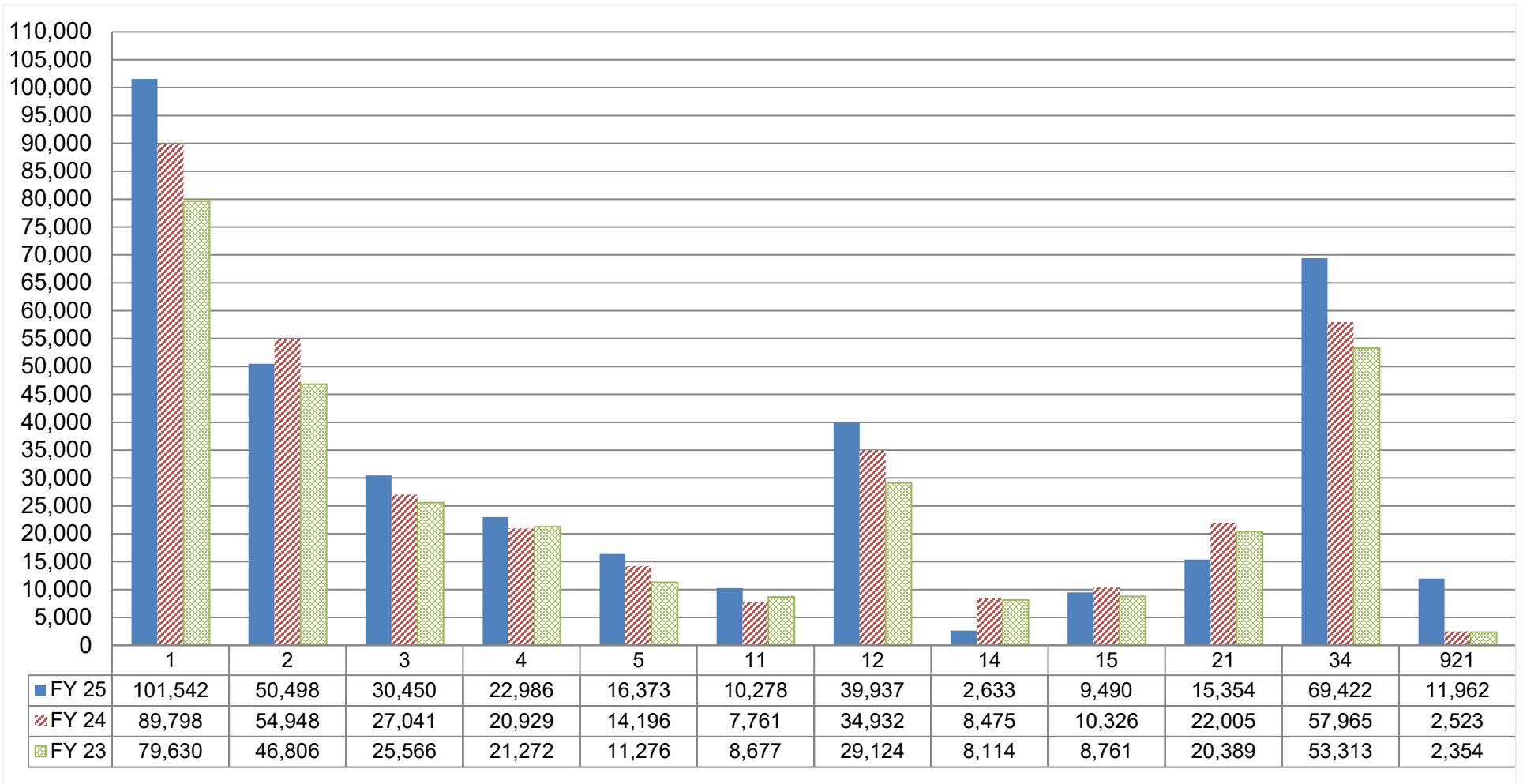
FY 25	FY 24	Difference
0.65	0.58	+ 11.38%

Preventable Accidents per 100k Miles

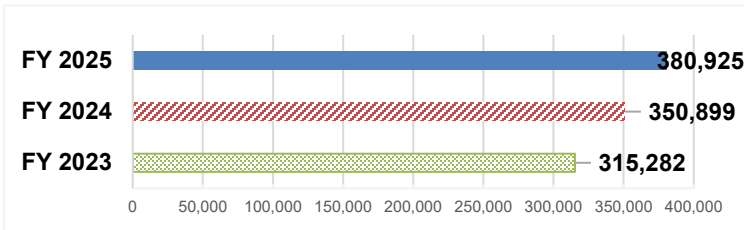
FY 25	FY 24	Difference
1.02	0.17	+ 142.86%



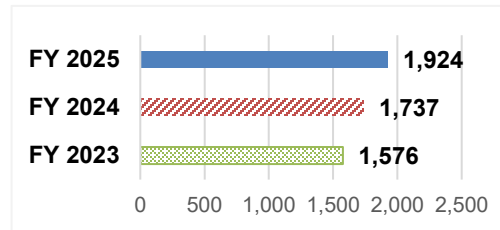
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

