

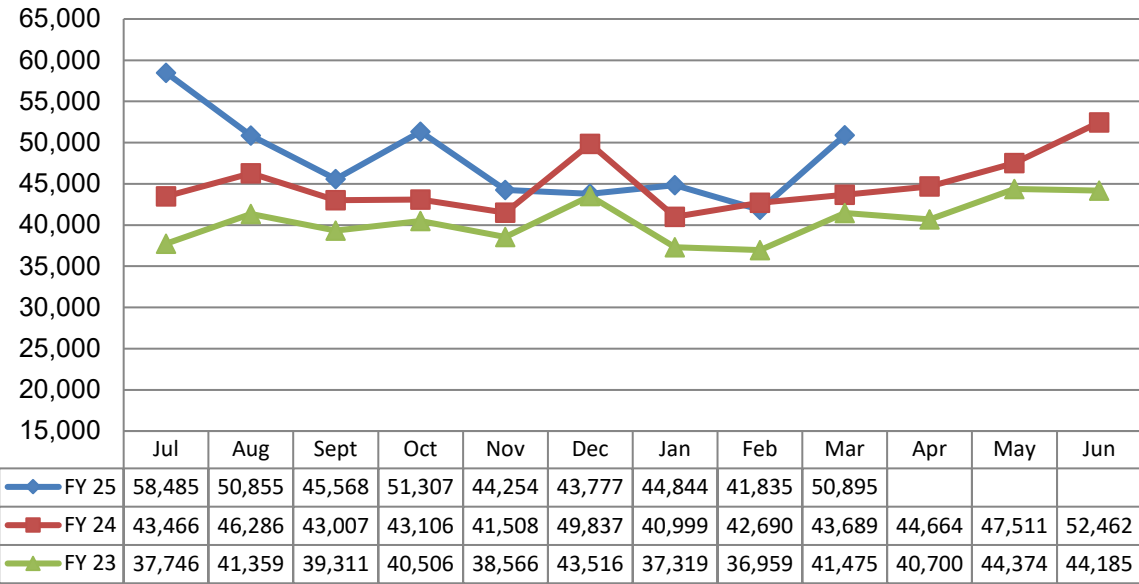


Berkshire Regional Transit Authority

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	76,275.16	78,298.33	-2.58%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
9.96	7.35	+ 35.51%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	82.9%	85.7%	- 2.8%

Scheduled Trips Adherence

Trips Operated	98.18 %
Trips Not Operated	1.82 %

Customers with Bikes or Mobility Devices

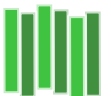
	FY 25	FY 24	Difference
Bikes	4,713	4,678	+ 0.75%
Mobility Devices	2,654	2,066	+ 28.46 %

Customers Per Revenue Mile

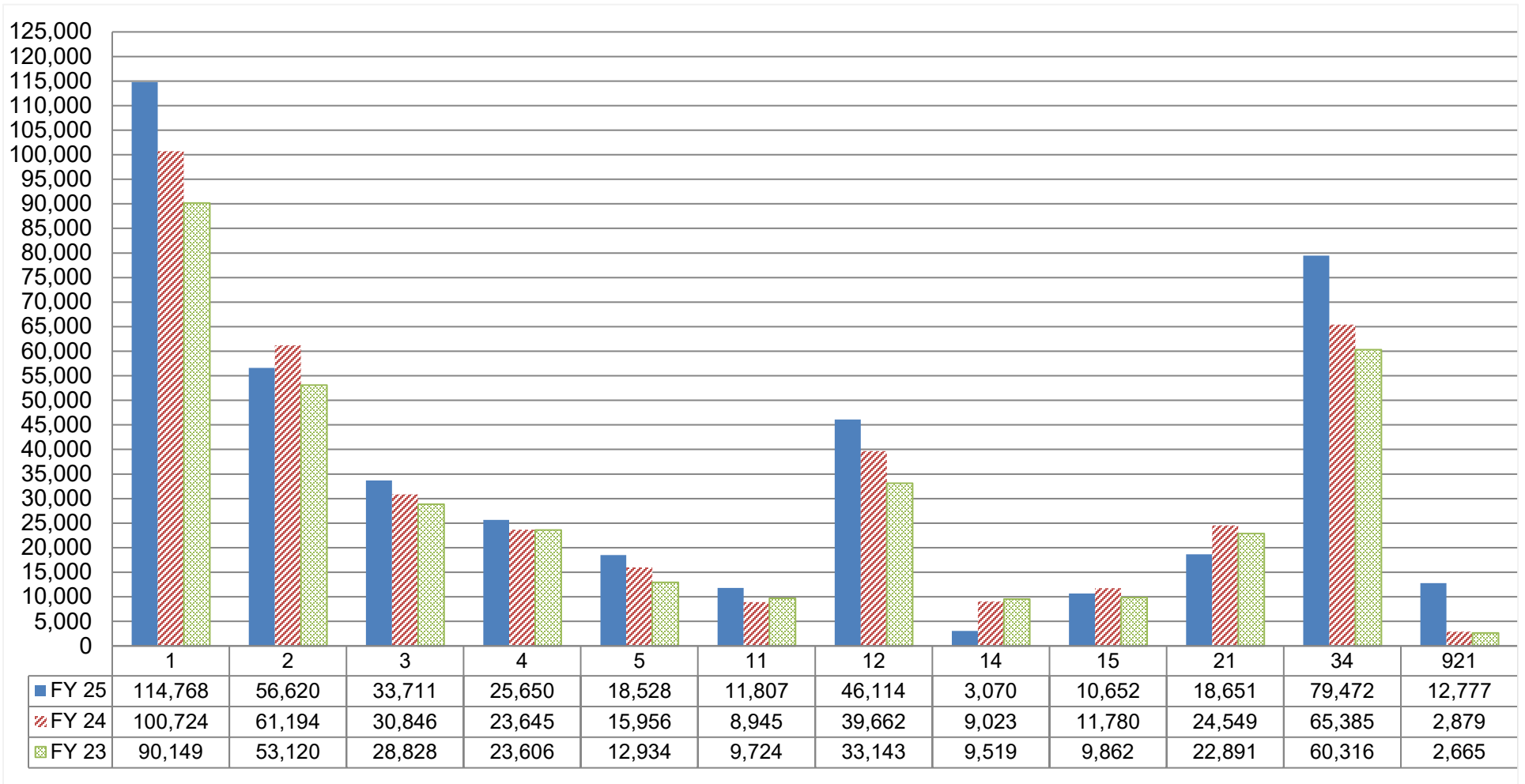
FY 25	FY 24	Difference
0.65	0.52	+ 25.00%

Preventable Accidents per 100k Miles

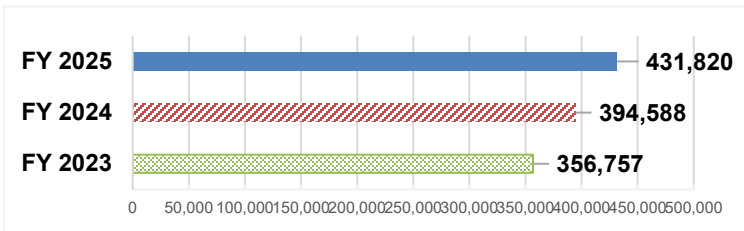
FY 25	FY 24	Difference
0.90	0.29	+ 210.34%



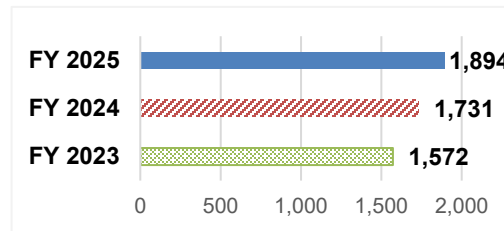
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

