

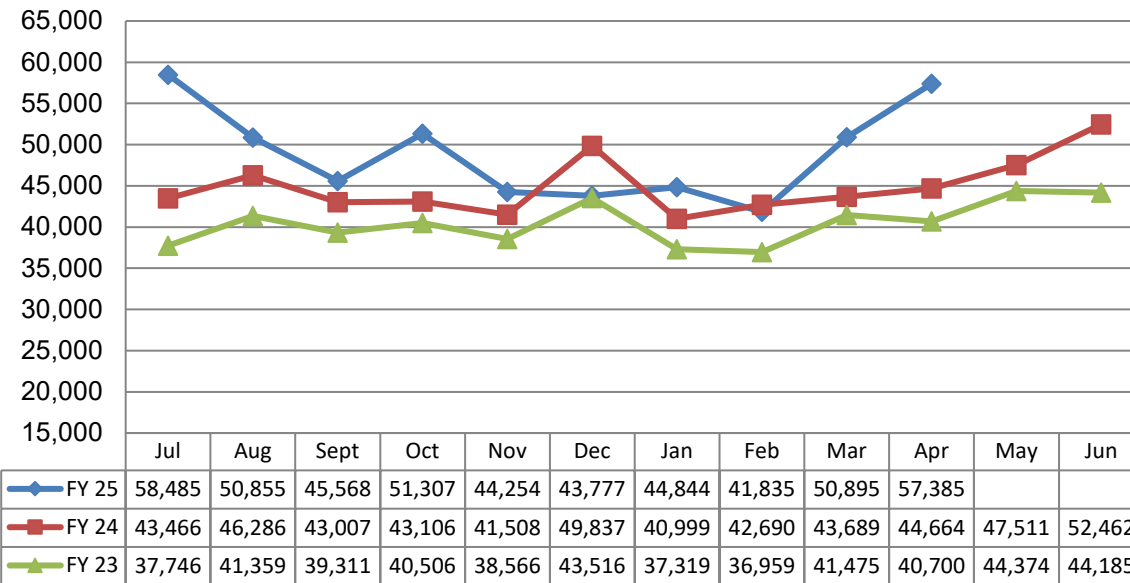


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – April 30, 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	77,503.02	79,990.16	-3.16%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
10.43	6.83	+ 41.71%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	83.1%	85.8%	- 3.20%

Scheduled Trips Adherence

Trips Operated	98.66 %
Trips Not Operated	1.34 %

Customers with Bikes or Mobility Devices

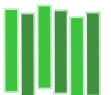
	FY 25	FY 24	Difference
Bikes	5,227	5,151	+ 1.46%
Mobility Devices	2,961	2,312	+ 24.62 %

Customers Per Revenue Mile

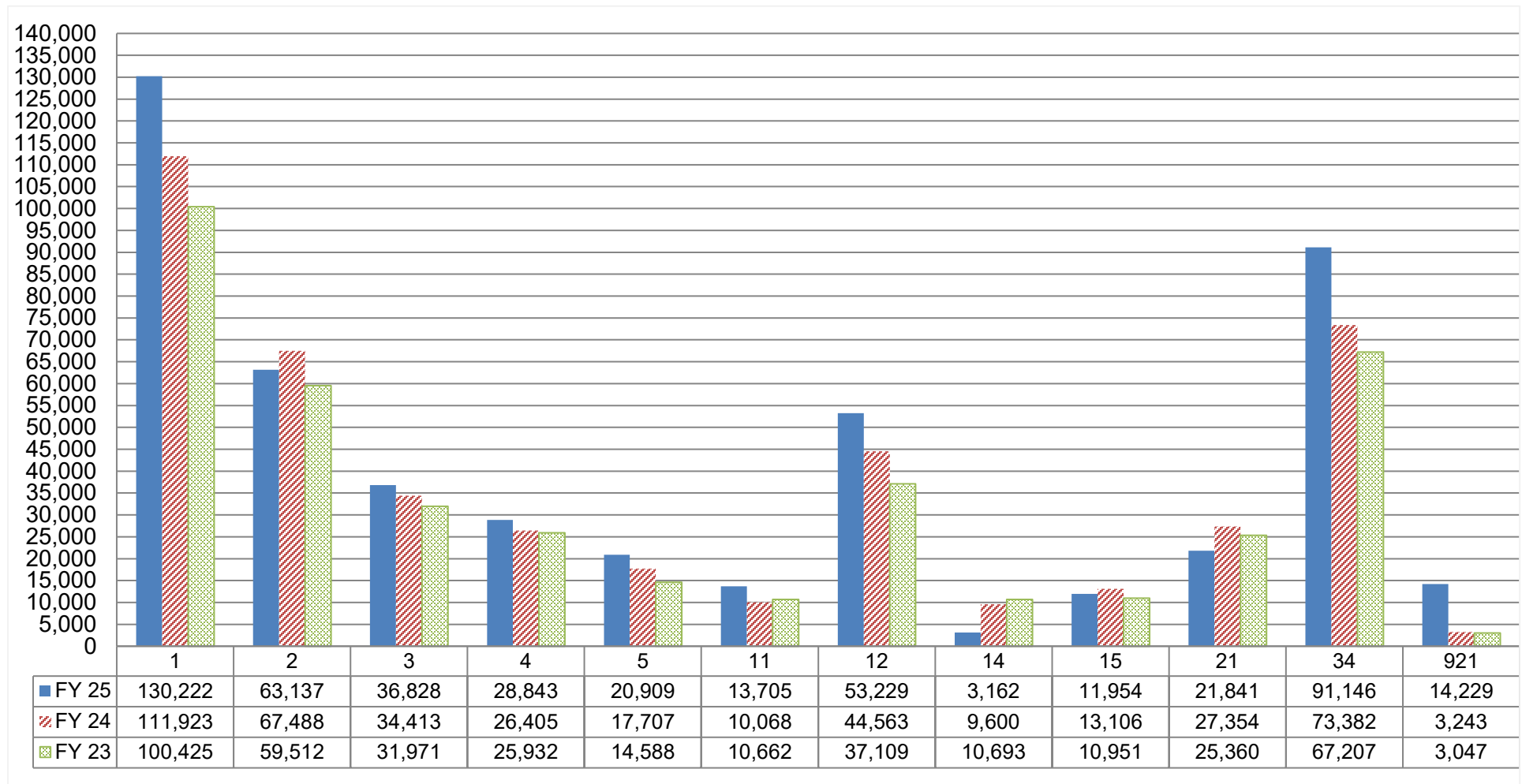
FY 25	FY 24	Difference
0.66	0.58	+ 12.90%

Preventable Accidents per 100k Miles

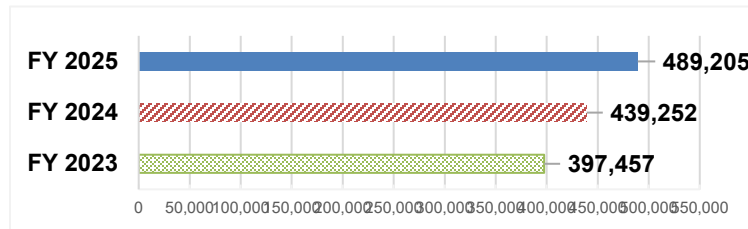
FY 25	FY 24	Difference
0.81	0.39	+ 70.00%



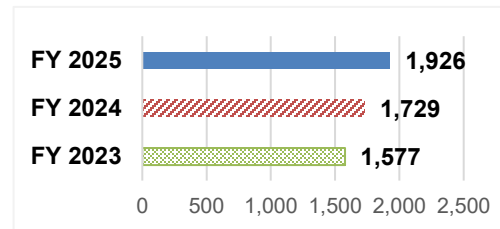
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

