

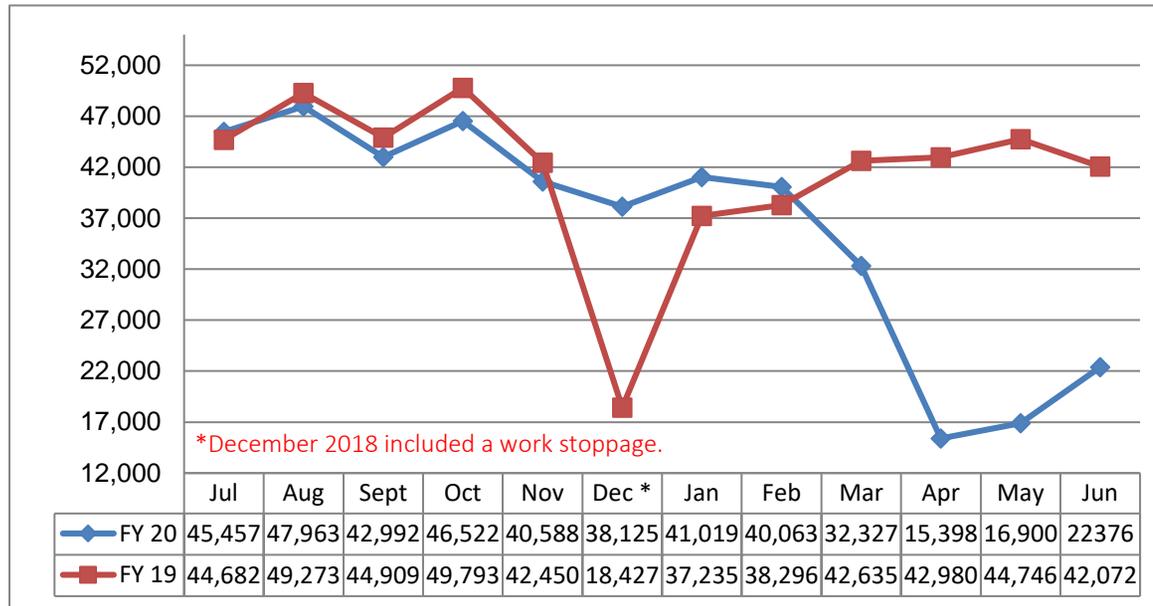


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

July 1, 2019 – June 30, 2020

### Fixed Route Ridership \*



### Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	182,772.84	86,162.01	100,610.83

### Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
7.21	3.82	+ 3.39

### On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	93.64%	91.08%	+ 2.56%

### Scheduled Trips Adherence

Trips Operated	83.72%
Trips Not Operated	16.28%

### Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	4400	5645	- 1245
Mobility Devices	2347	1737	+ 610

### Customers Per Revenue Mile

FY 20	FY 19	Difference
0.33	0.58	- 0.25

### Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.55	0.34	+ 0.21

