

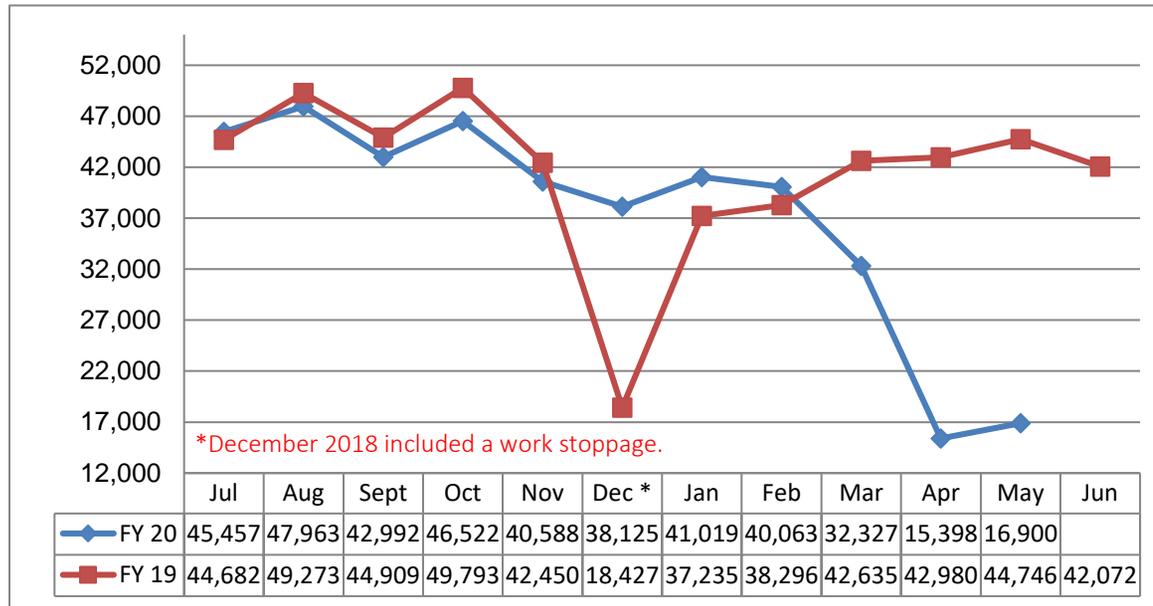


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2019 – May 31, 2020

Fixed Route Ridership *



Maintenance Statistics

	FY 20	FY 19	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	-
Mean Distance Between Failure	286,426.05	80,569.10	205,856.95

Valid Customer Complaints per 100k Customers

FY 20	FY 19	Difference
6.87	3.95	+ 2.92

On-time Performance

Departures	FY 20	FY 19	Difference
No later than five (5) minutes past scheduled time	94.80%	91.13%	+ 3.67%

Scheduled Trips Adherence

Trips Operated	89.73%
Trips Not Operated	10.27%

Customers with Bikes or Mobility Devices

	FY 20	FY 19	Difference
Bikes	4084	4988	- 904
Mobility Devices	2153	1579	+ 574

Customers Per Revenue Mile

FY 20	FY 19	Difference
0.30	0.56	- 0.26

Preventable Accidents per 100k Miles

FY 20	FY 19	Difference
0.58	0.37	+ 0.21

