

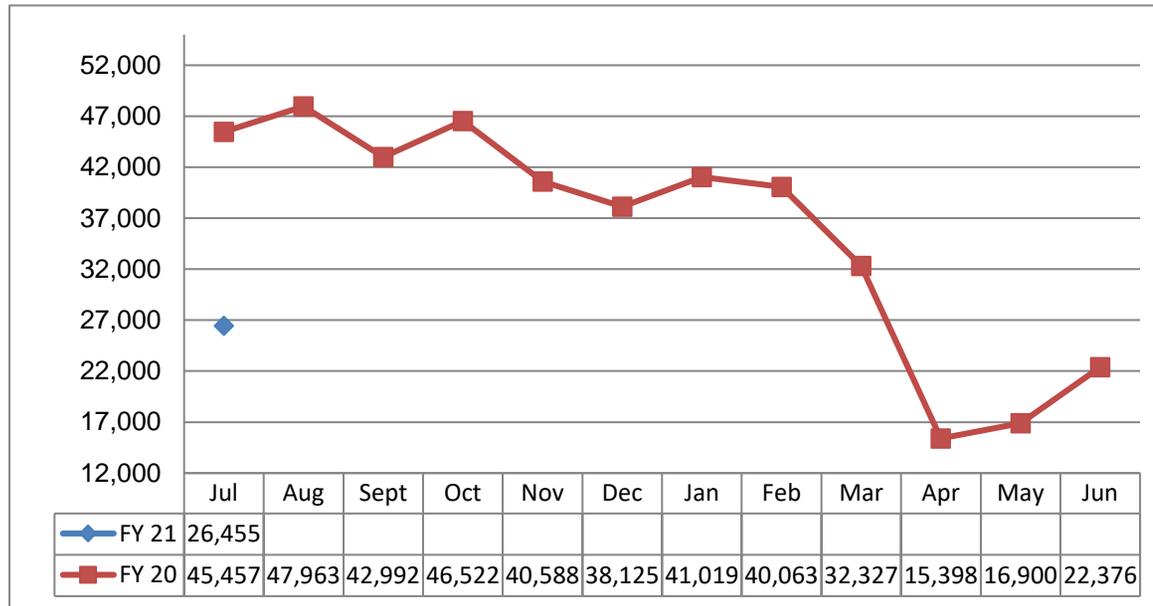


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2020 – July 31, 2020

Fixed Route Ridership



Maintenance Statistics

	FY 21	FY 20	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	18,054.10	84,878.0	- 66,823.90

Valid Customer Complaints per 100k Customers

FY 21	FY 20	Difference
11.34	8.79	2.55

On-time Performance

Departures	FY 21	FY 20	Difference
No later than five (5) minutes past scheduled time	94.05%	90.08%	3.97%

Scheduled Trips Adherence

Trips Operated	86.74%
Trips Not Operated	13.26%

Customers with Bikes or Mobility Devices

	FY 21	FY 20	Difference
Bikes	411	627	-216
Mobility Devices	146	254	-108

Customers Per Revenue Mile

FY 21	FY 20	Difference
0.37	0.54	- 0.17

Preventable Accidents per 100k Miles

FY 21	FY 20	Difference
2.77	0.00	2.77

