

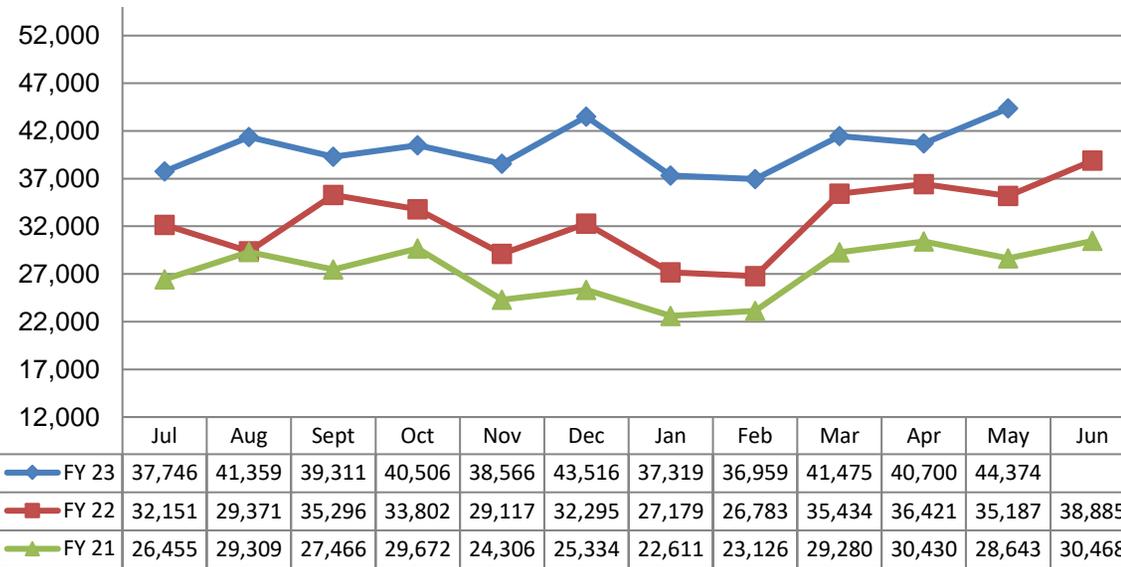


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2022 – May 31, 2023

Total Fixed Route Ridership



Maintenance Statistics

	FY 23	FY 22	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0 %
Mean Distance Between Failure	135,584	19,577	+ 116,007

Valid Customer Complaints per 100k Customers

FY 23	FY 22	Difference
3.62	9.06	- 5.44

On-time Performance

Departures	FY 23	FY 22	Difference
No later than five (5) minutes past scheduled time	86.9%	80.8%	+ 6.1%

Scheduled Trips Adherence

Trips Operated	98.6%
Trips Not Operated	1.4%

Customers with Bikes or Mobility Devices

	FY 23	FY 22	Difference
Bikes	4,705	3,682	+ 1,023
Mobility Devices	1,819	1,389	+ 430

Customers Per Revenue Mile

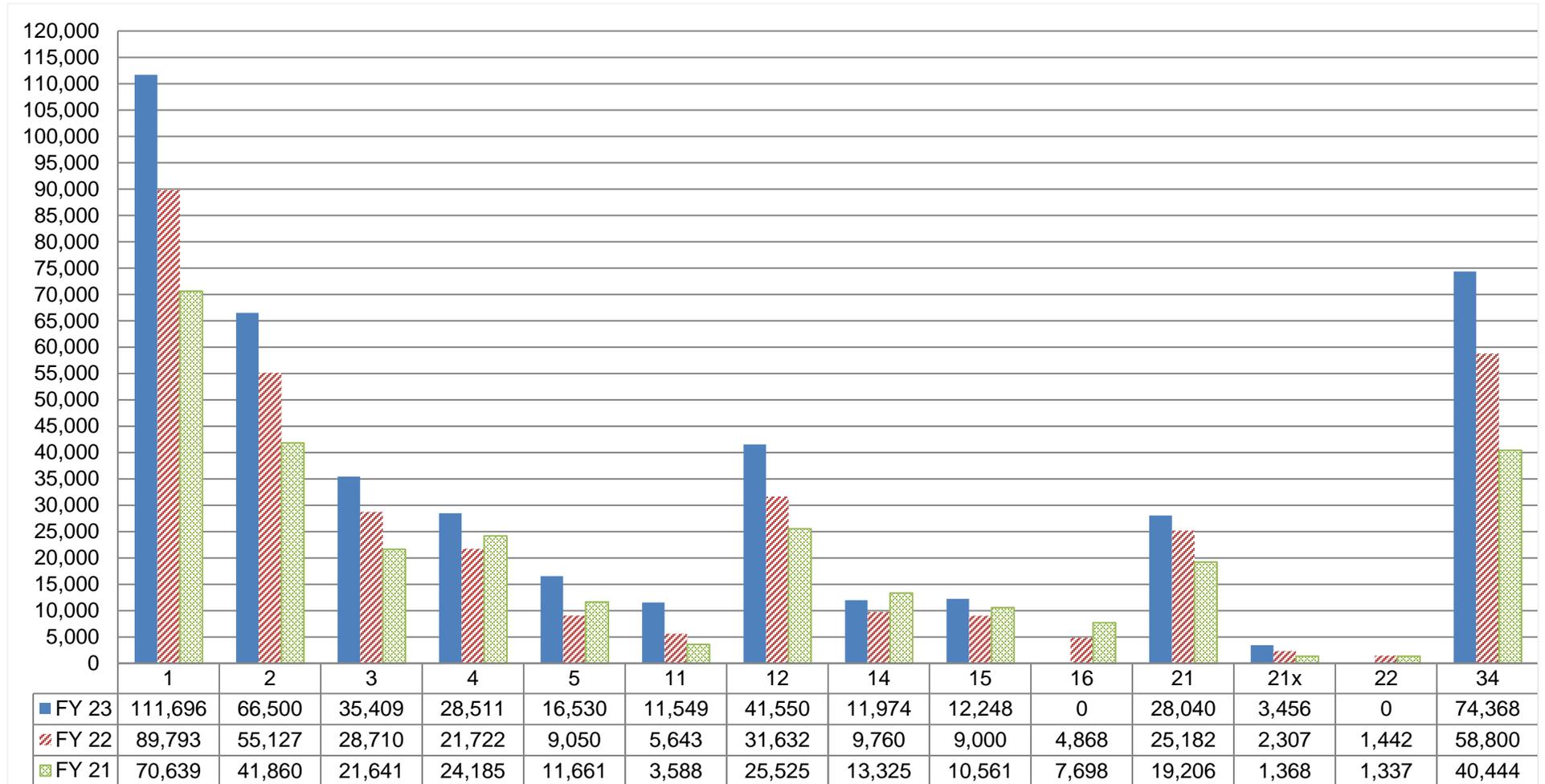
FY 23	FY 22	Difference
0.54	0.46	+ 0.08

Preventable Accidents per 100k Miles

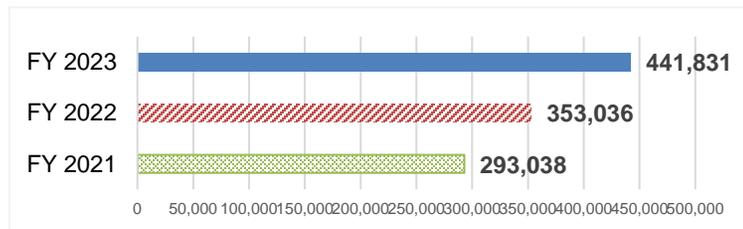
FY 23	FY 22	Difference
0.98	0.79	+ 0.19



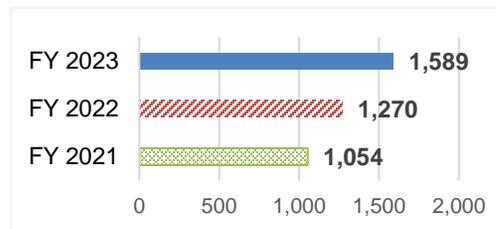
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

