

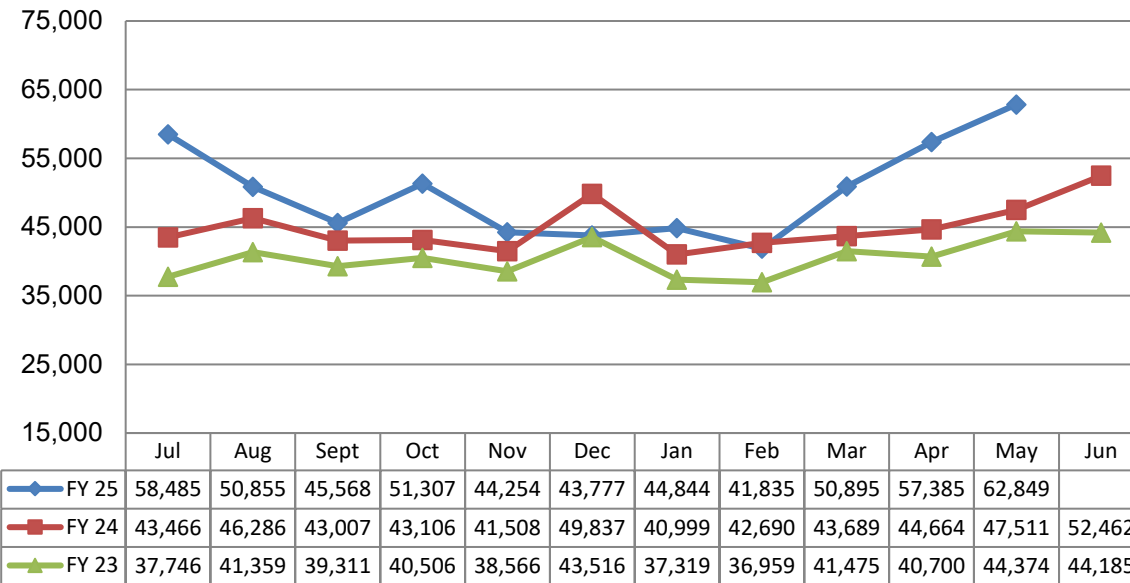


# Berkshire Regional Transit Authority

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            | 76,795.96 | 77,503.02 | -0.92%     |

## Valid Customer Complaints per 100k Customers

| FY 25 | FY 24 | Difference |
|-------|-------|------------|
| 8.69  | 7.19  | + 18.89%   |

## On-time Performance

| Departures                                                    | FY 25 | FY 24 | Difference |
|---------------------------------------------------------------|-------|-------|------------|
| No later than five (5) minutes past scheduled departure time. | 82.8% | 85.4% | - 3.09%    |

## Scheduled Trips Adherence

|                    |         |
|--------------------|---------|
| Trips Operated     | 98.85 % |
| Trips Not Operated | 1.15 %  |

## Customers with Bikes or Mobility Devices

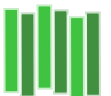
|                  | FY 25 | FY 24 | Difference |
|------------------|-------|-------|------------|
| Bikes            | 6,007 | 5,709 | + 5.09%    |
| Mobility Devices | 3,350 | 2,557 | + 26.85 %  |

## Customers Per Revenue Mile

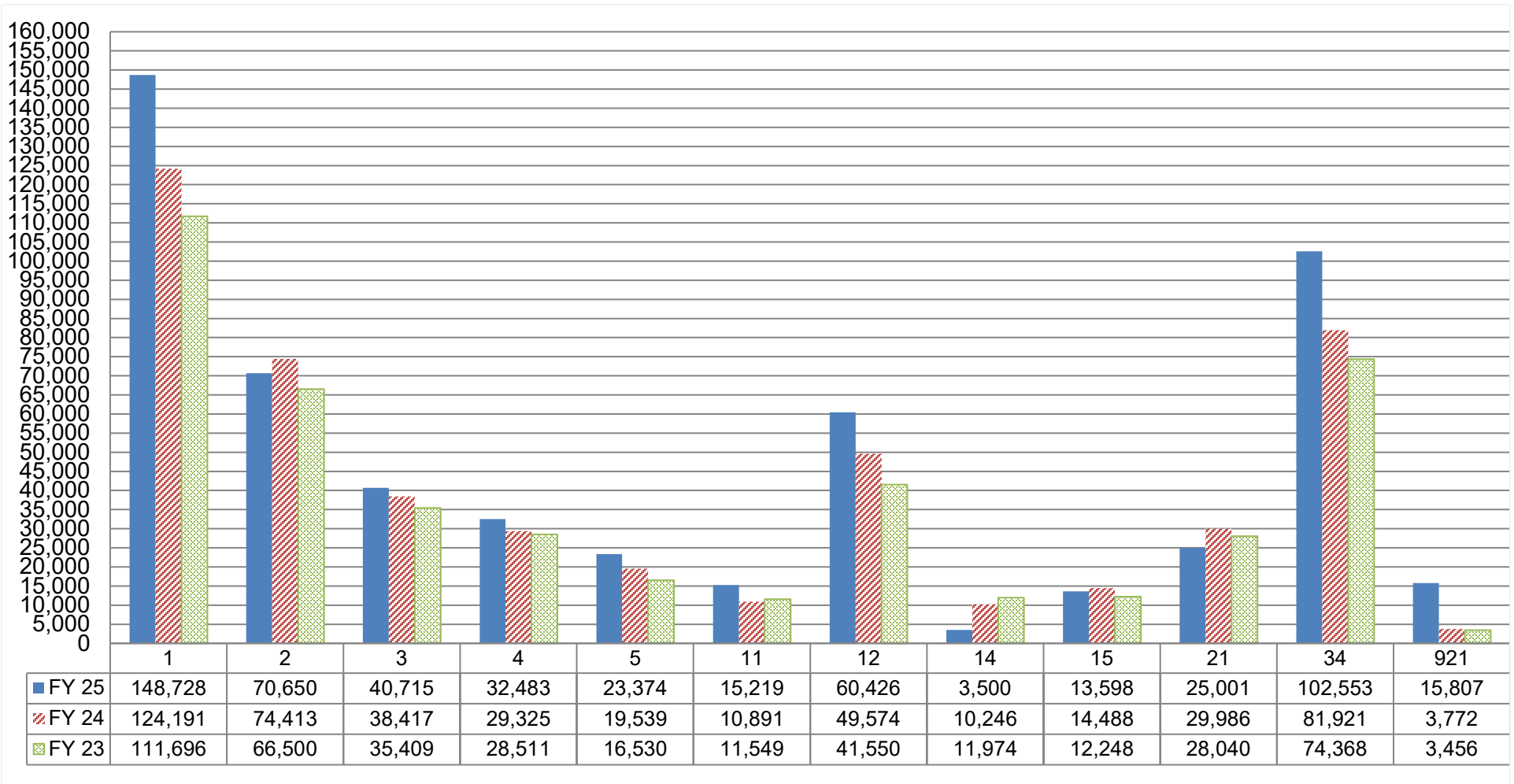
| FY 25 | FY 24 | Difference |
|-------|-------|------------|
| 0.67  | 0.58  | + 14.40%   |

## Preventable Accidents per 100k Miles

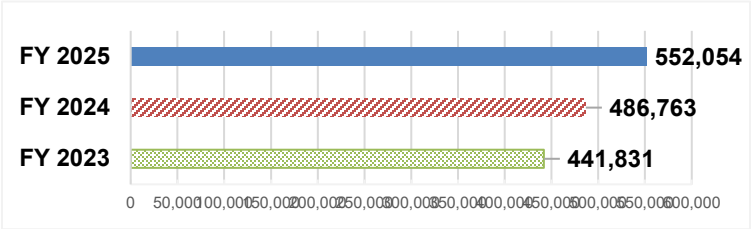
| FY 25 | FY 24 | Difference |
|-------|-------|------------|
| 0.85  | 0.48  | + 55.64%   |



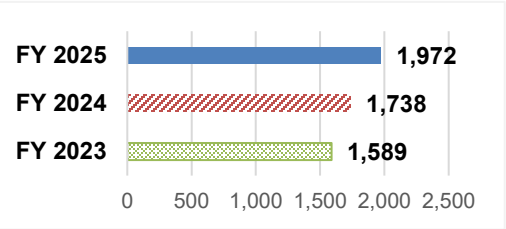
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

