

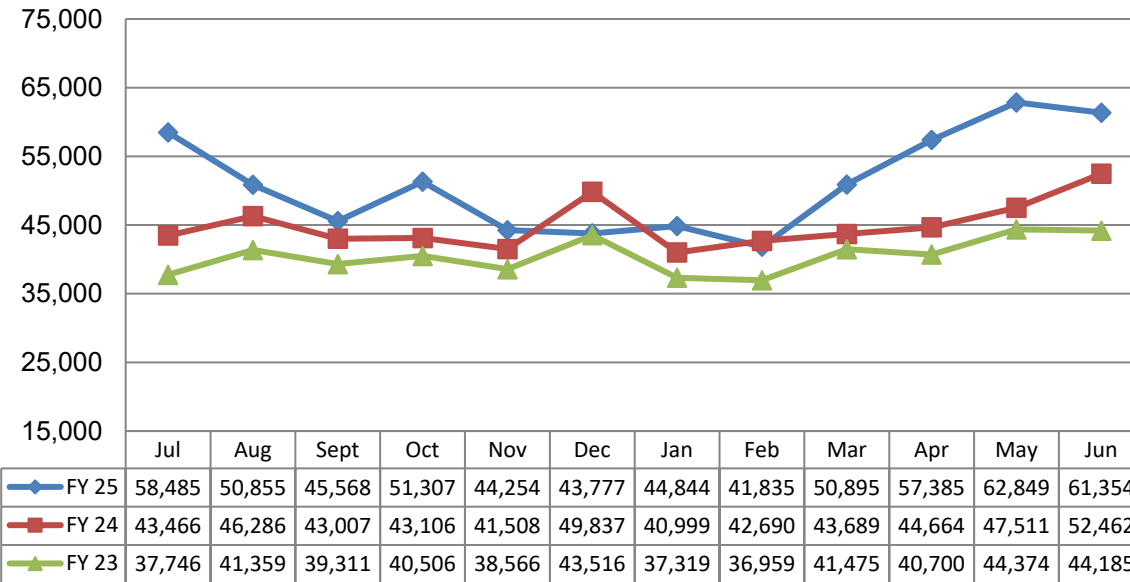


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

FY 2025 July 1, 2024 – June 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	127,667.35	130,046.19	1.85%

Valid Customer Complaints per 100k Customers

FY 25	FY 24	Difference
8.31	7.42	+ 11.32%

On-time Performance

Departures	FY 25	FY 24	Difference
No later than five (5) minutes past scheduled departure time.	82.6%	85.4%	- 3.33%

Scheduled Trips Adherence

Trips Operated	98.64 %
Trips Not Operated	1.36 %

Customers with Bikes or Mobility Devices

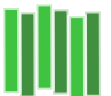
	FY 25	FY 24	Difference
Bikes	6,856	6,549	+ 4.58%
Mobility Devices	3,663	2,949	+ 21.60 %

Customers Per Revenue Mile

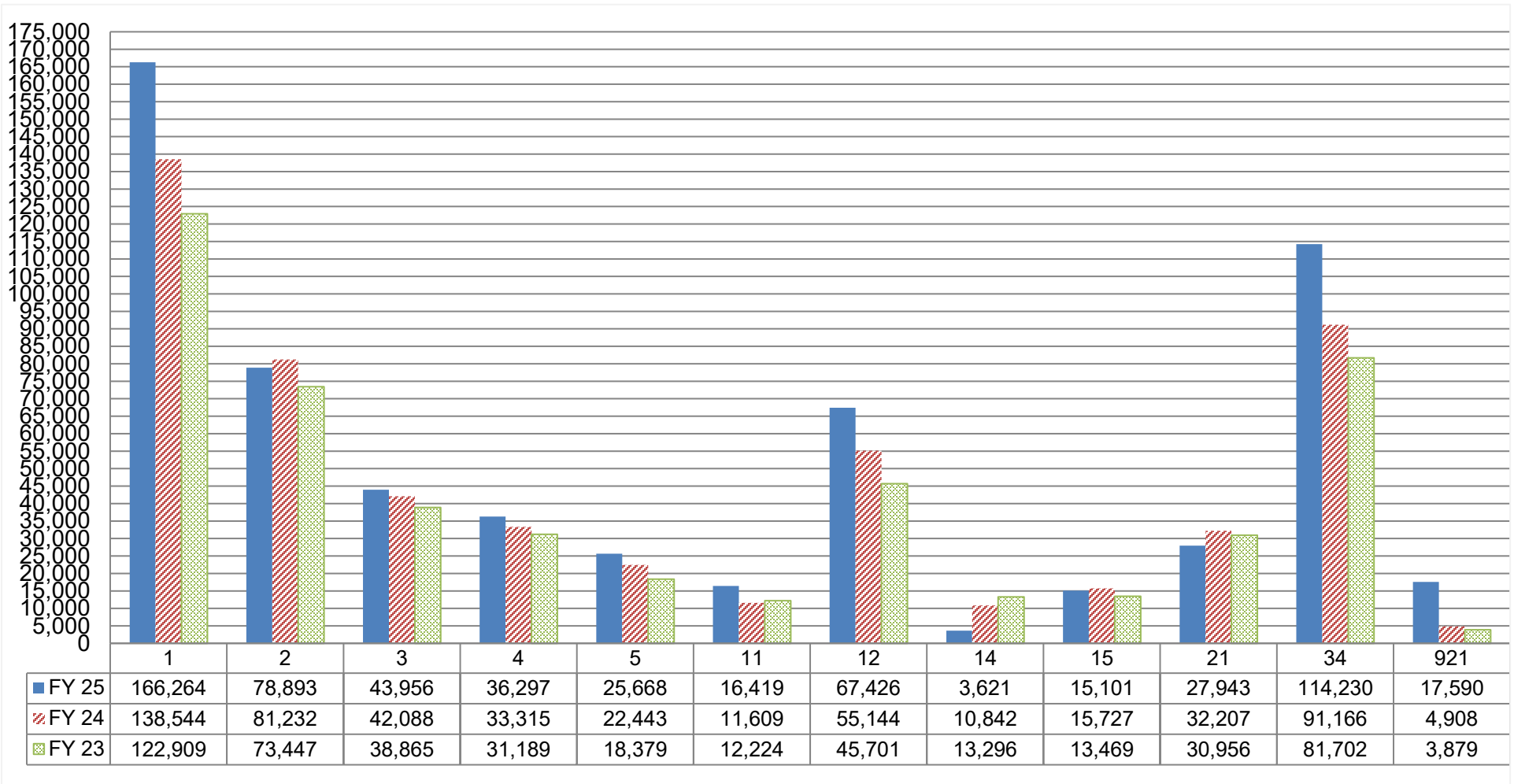
FY 25	FY 24	Difference
0.59	0.55	+ 7.02%

Preventable Accidents per 100k Miles

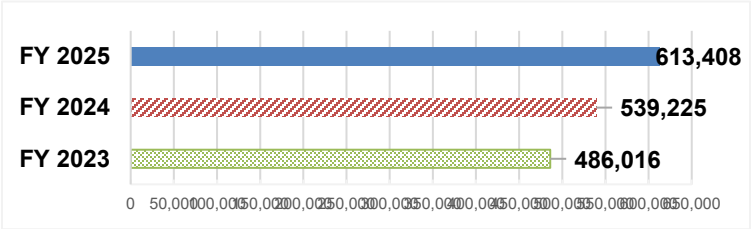
FY 25	FY 24	Difference
0.78	0.55	+ 34.59%



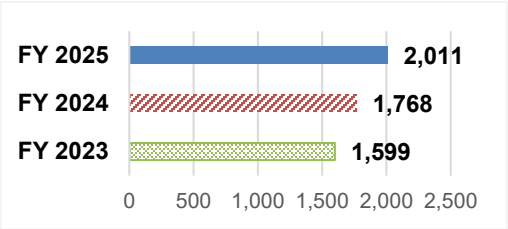
Total Ridership by Route



Total Annual System Ridership



Average Customers per Day



Average Customers per Hour

