

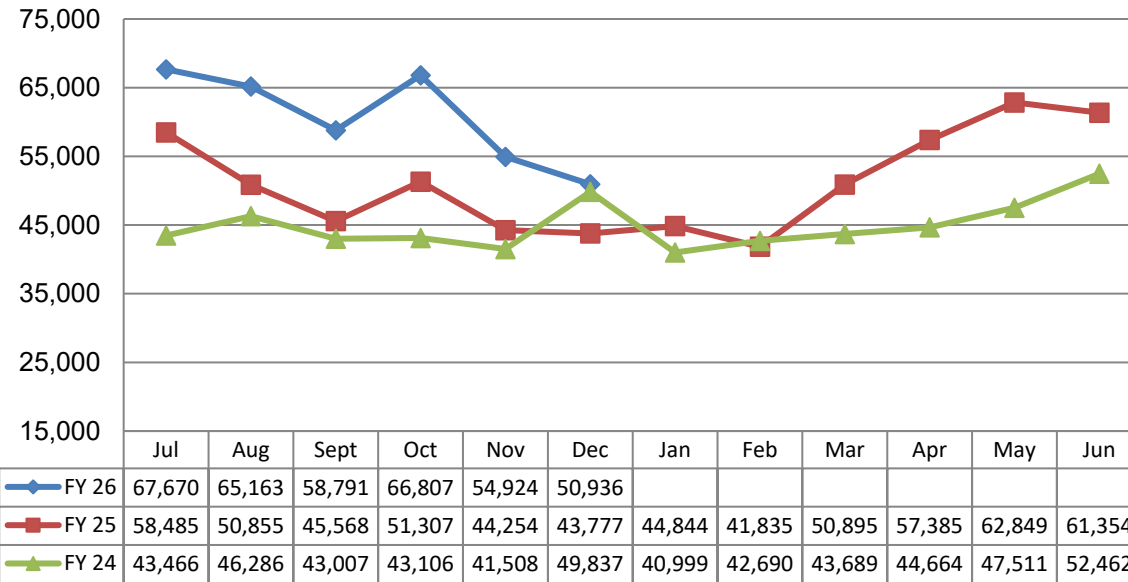


# Berkshire Regional Transit Authority

## Fixed Route Service Performance Year to Date

### FY 2026 July 1, 2025 - December 31, 2025

#### Total Fixed Route Ridership



#### On-time Performance

Departures	FY 26	FY 25	Difference
No later than five (5) minutes past scheduled departure time.	83.8%	82.1%	+0.02%

#### Scheduled Trips Adherence

Trips Operated	99.29%
Trips Not Operated	0.71%

#### Customers with Bikes or Mobility Devices

	FY 26	FY 25	Difference
Bikes	4,824	3,700	+ 30.37%
Mobility Devices	1,999	1,872	+6.78%

#### Maintenance Statistics

	FY 26	FY 25	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.00 %
Mean Distance Between Failure	77,542	74,011	-0.047%

#### Customers Per Revenue Mile

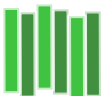
FY 26	FY 25	Difference
0.86	0.66	+ 30.30%

#### Valid Customer Complaints per 100k Customers

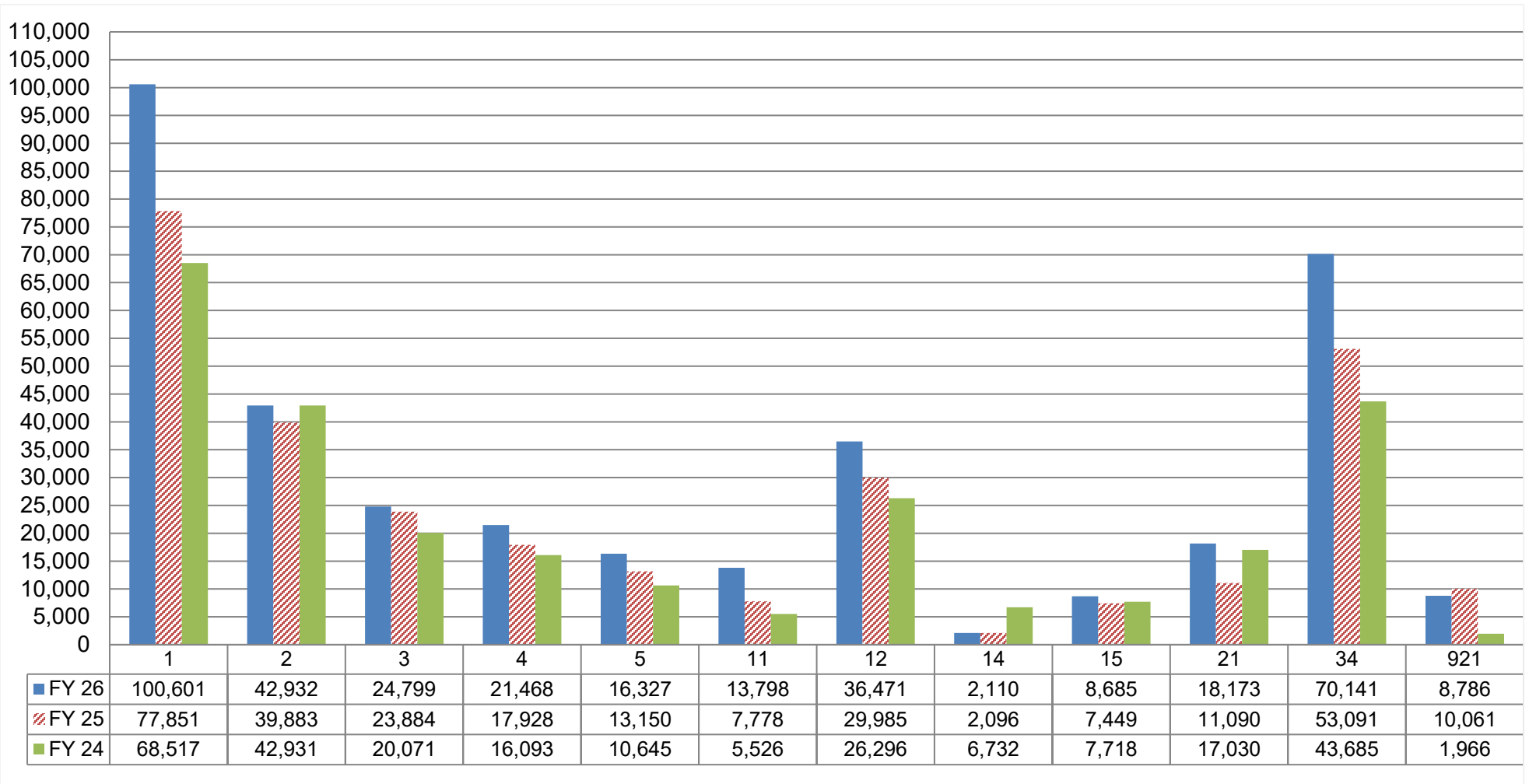
FY 26	FY 25	Difference
2.75	9.86	- 0.72%

#### Preventable Accidents per 100k Miles

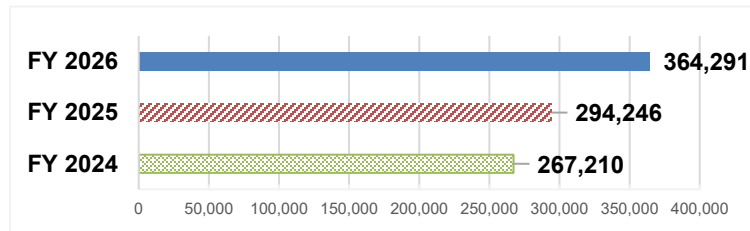
FY 26	FY 25	Difference
2.37	0.90	1.63%



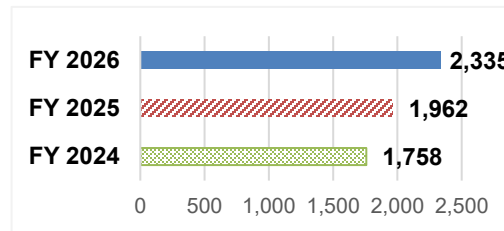
# Total Ridership by Route



## Total Annual System Ridership



## Average Customers per Day



## Average Customers per Hour

