



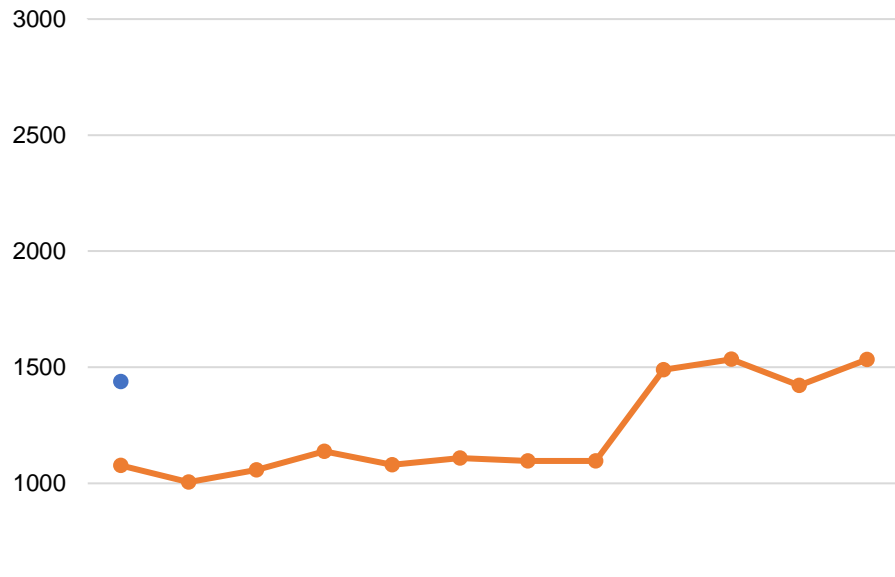
Berkshire Regional Transit Authority

Paratransit Service Performance

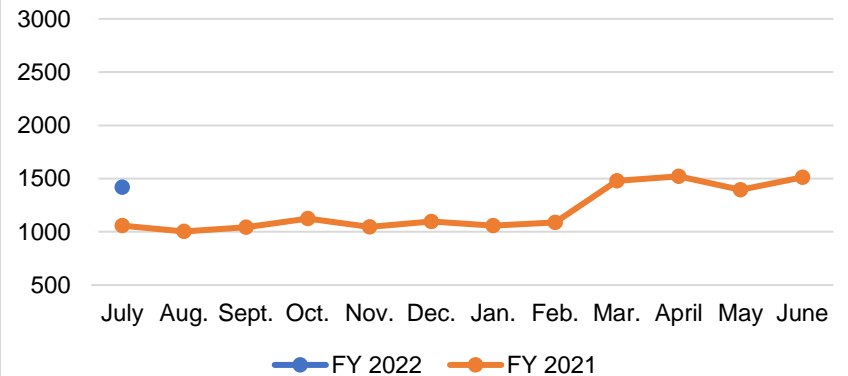
July 2021

Ridership Trends by Category

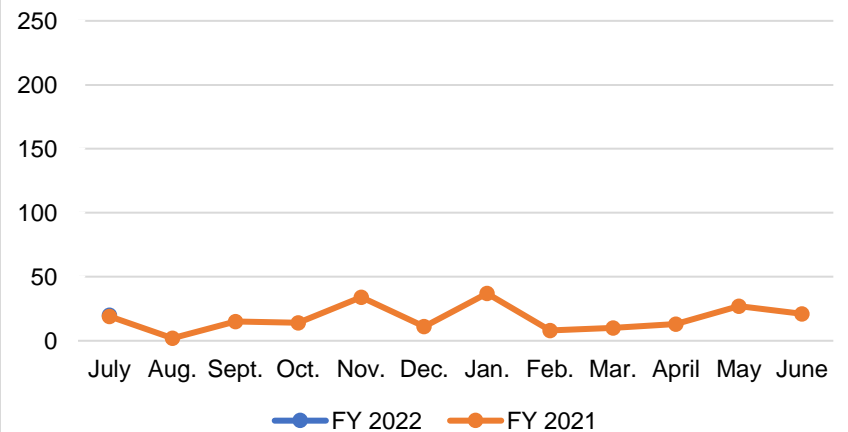
Total One-Way Trips



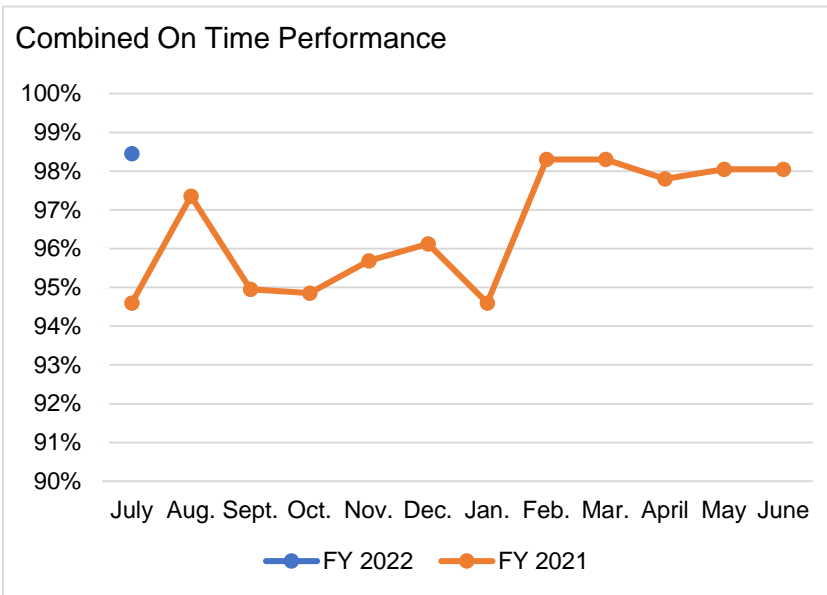
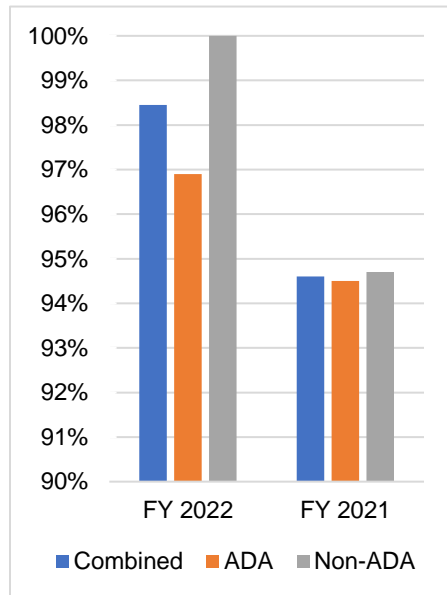
ADA One-Way Trips



Non-ADA One-Way Trips



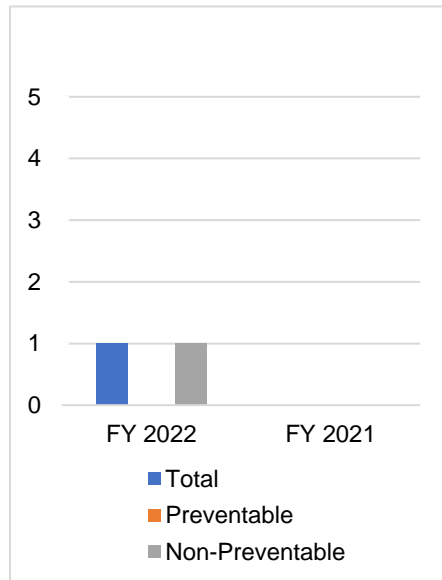
On Time Performance



Customer Complaints (Valid)

| Month | FY 22 | FY 21 |
|--------------|----------|----------|
| July | 0 | 0 |
| Aug. | | 0 |
| Sept. | | 1 |
| Oct. | | 0 |
| Nov. | | 1 |
| Dec. | | 0 |
| Jan. | | 0 |
| Feb. | | 0 |
| Mar. | | 0 |
| April | | 0 |
| May | | 2 |
| June | | 1 |
| Total | 0 | 5 |

Accidents (Total)



Preventable Accidents

| Month | FY 22 | FY 21 |
|--------------|----------|----------|
| July | 0 | 0 |
| Aug. | | 0 |
| Sept. | | 0 |
| Oct. | | 1 |
| Nov. | | 1 |
| Dec. | | 0 |
| Jan. | | 0 |
| Feb. | | 0 |
| Mar. | | 0 |
| April | | 0 |
| May | | 1 |
| June | | 1 |
| Total | 0 | 4 |

Customers with Mobility Devices

