



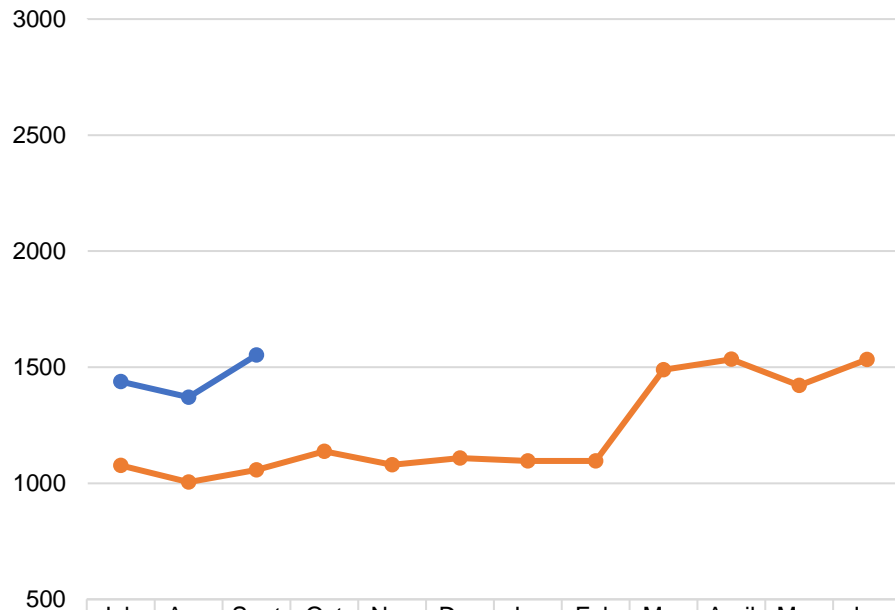
Berkshire Regional Transit Authority

Paratransit Service Performance

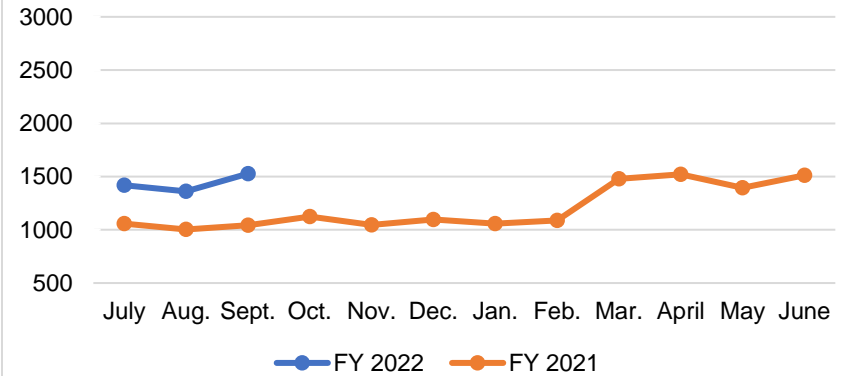
September 2021

Ridership Trends by Category

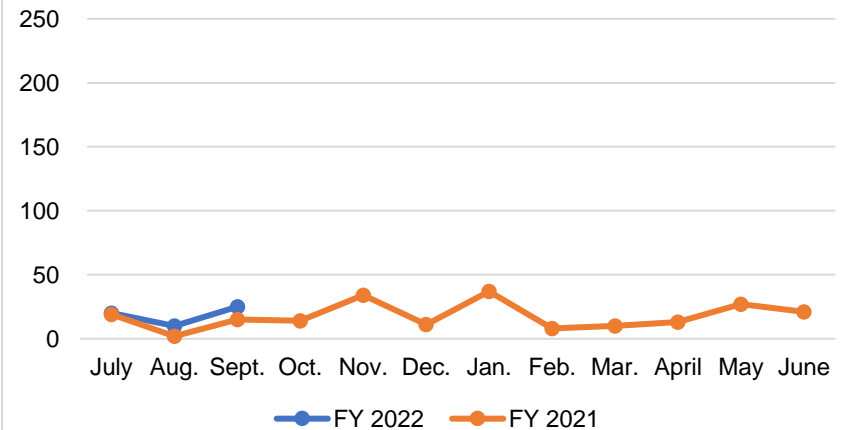
Total One-Way Trips



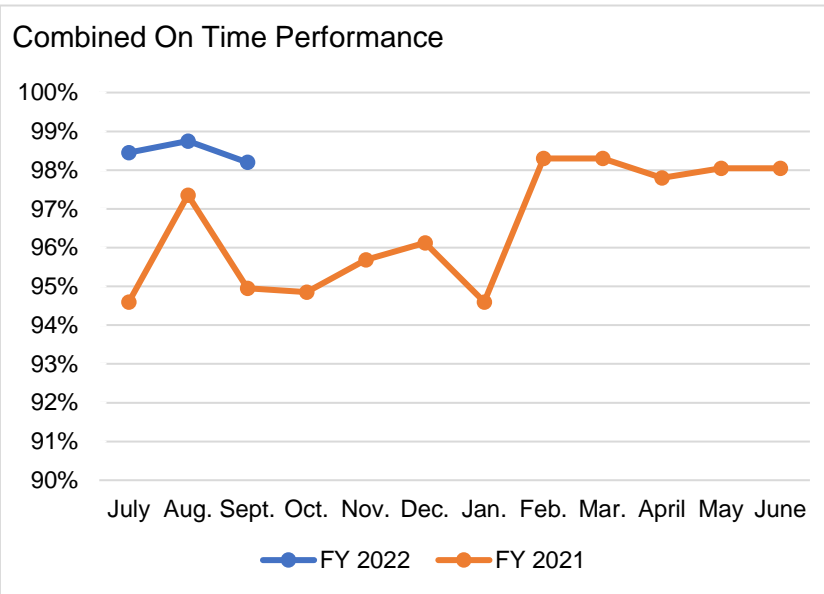
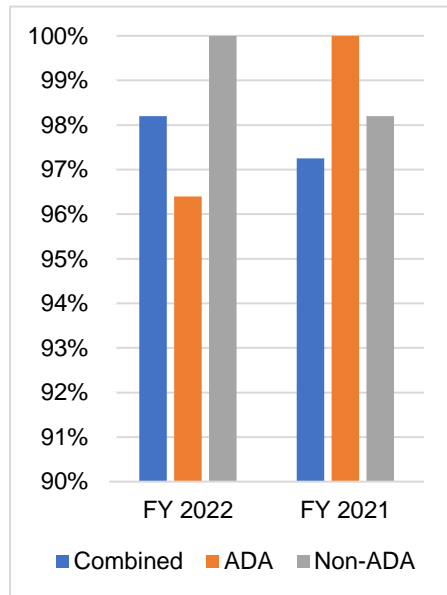
ADA One-Way Trips



Non-ADA One-Way Trips



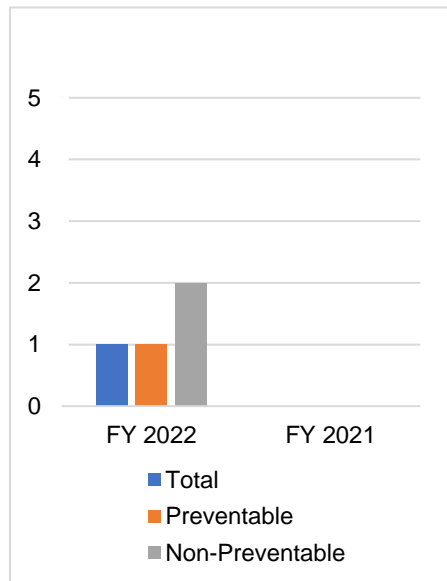
On Time Performance



Customer Complaints (Valid)

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

Customers with Mobility Devices

