

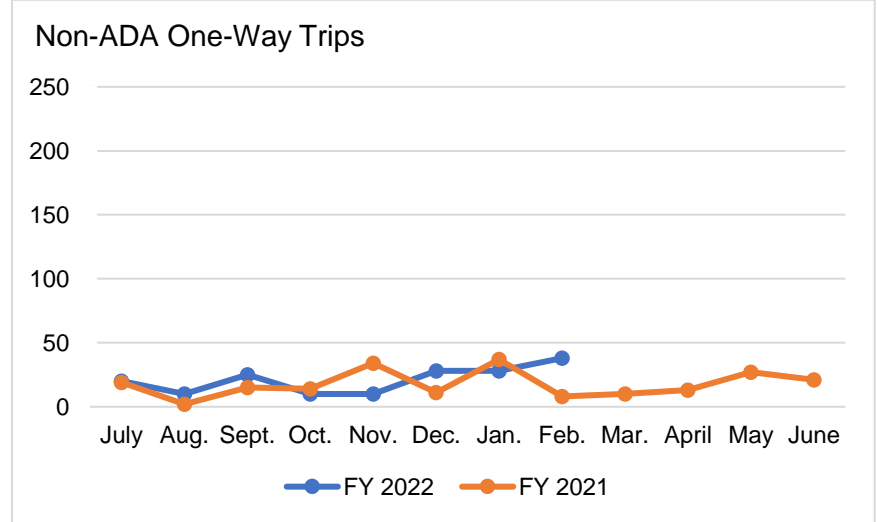
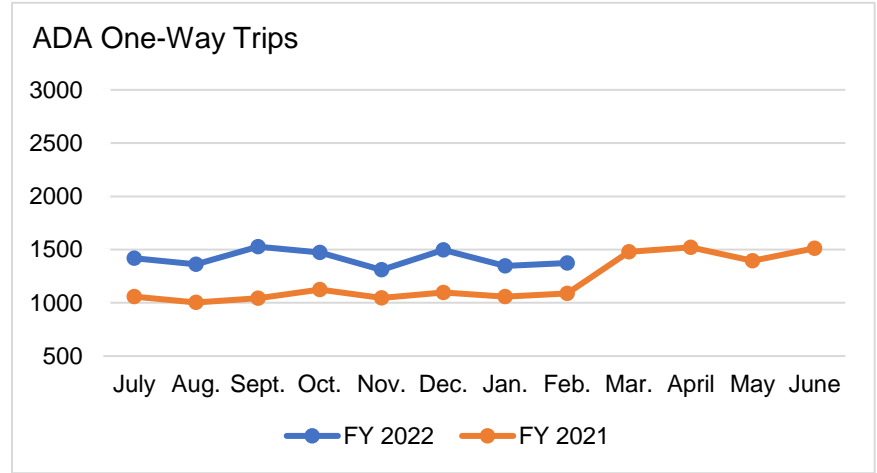
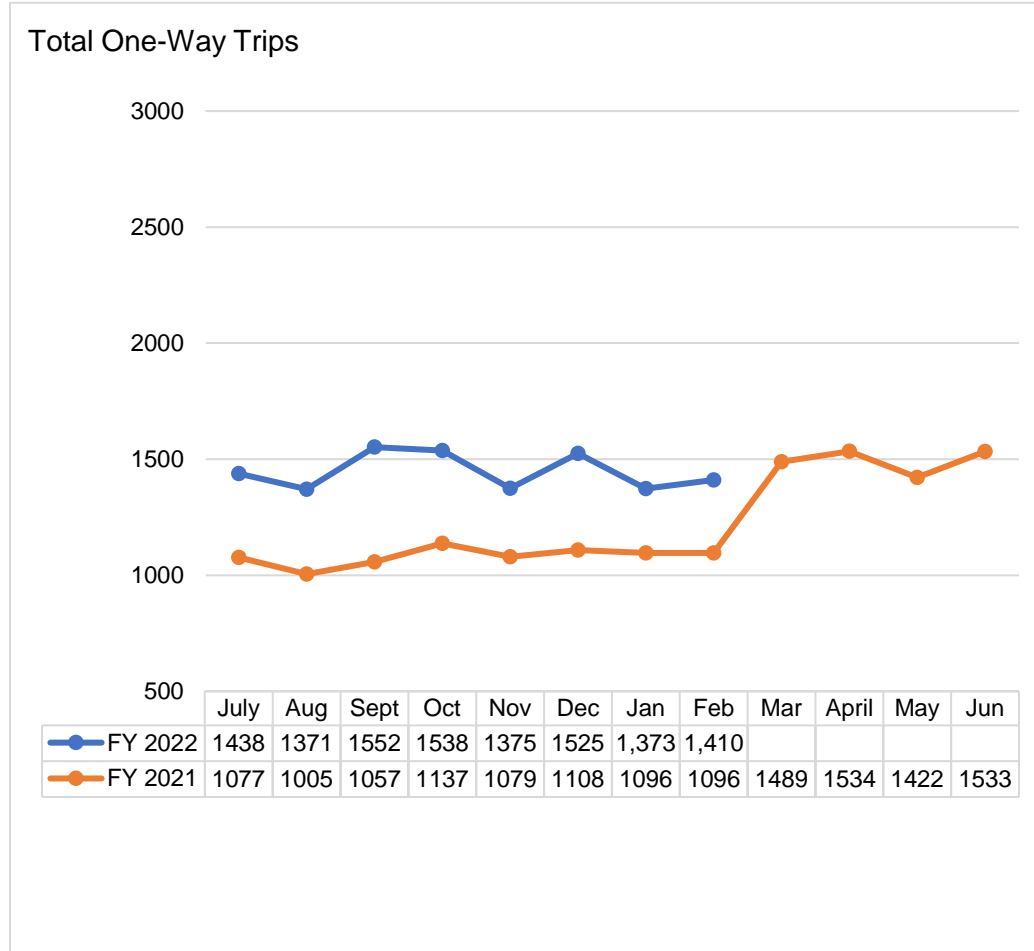


Berkshire Regional Transit Authority

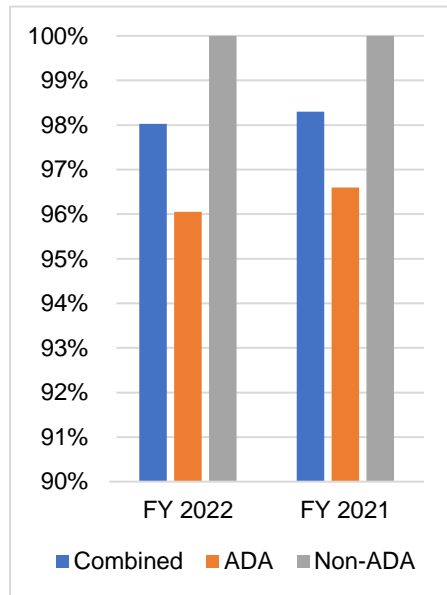
Paratransit Service Performance

FY 22 February 2022

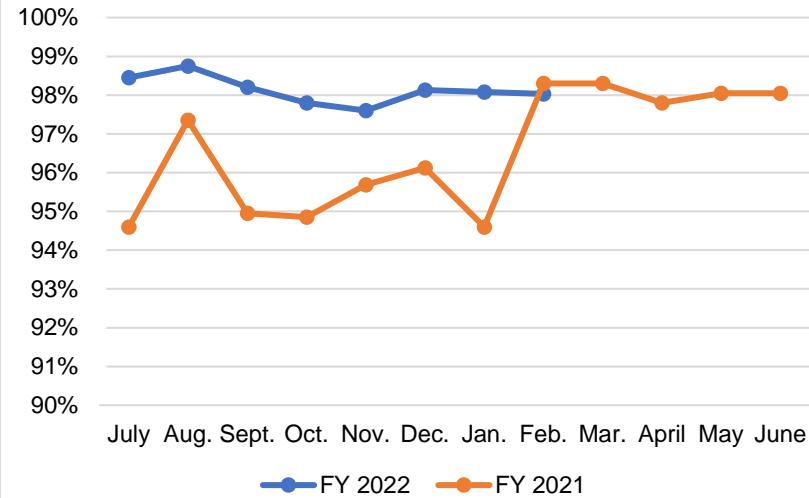
Ridership Trends by Category



On Time Performance



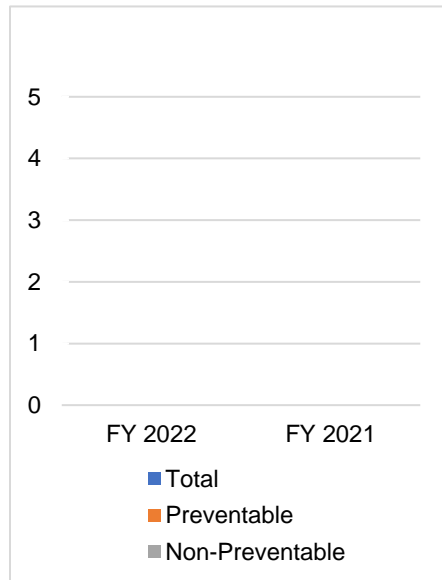
Combined On Time Performance



Customer Complaints (Valid)

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

Customers with Mobility Devices

