

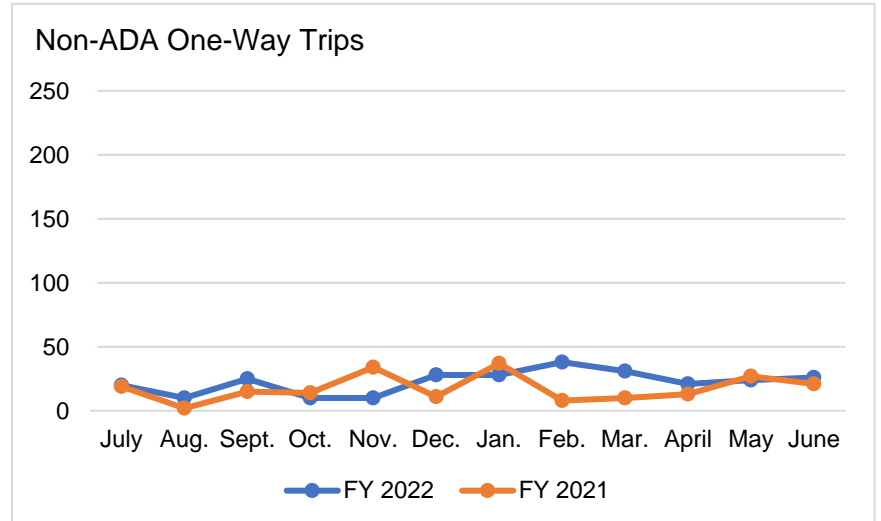
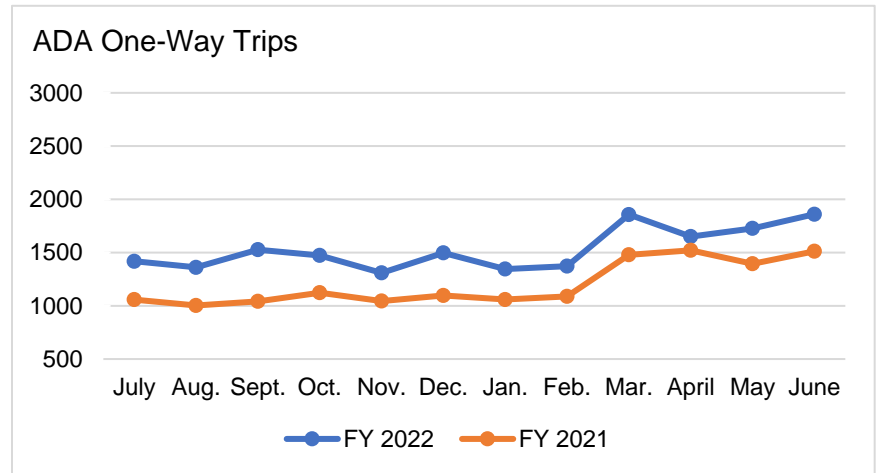
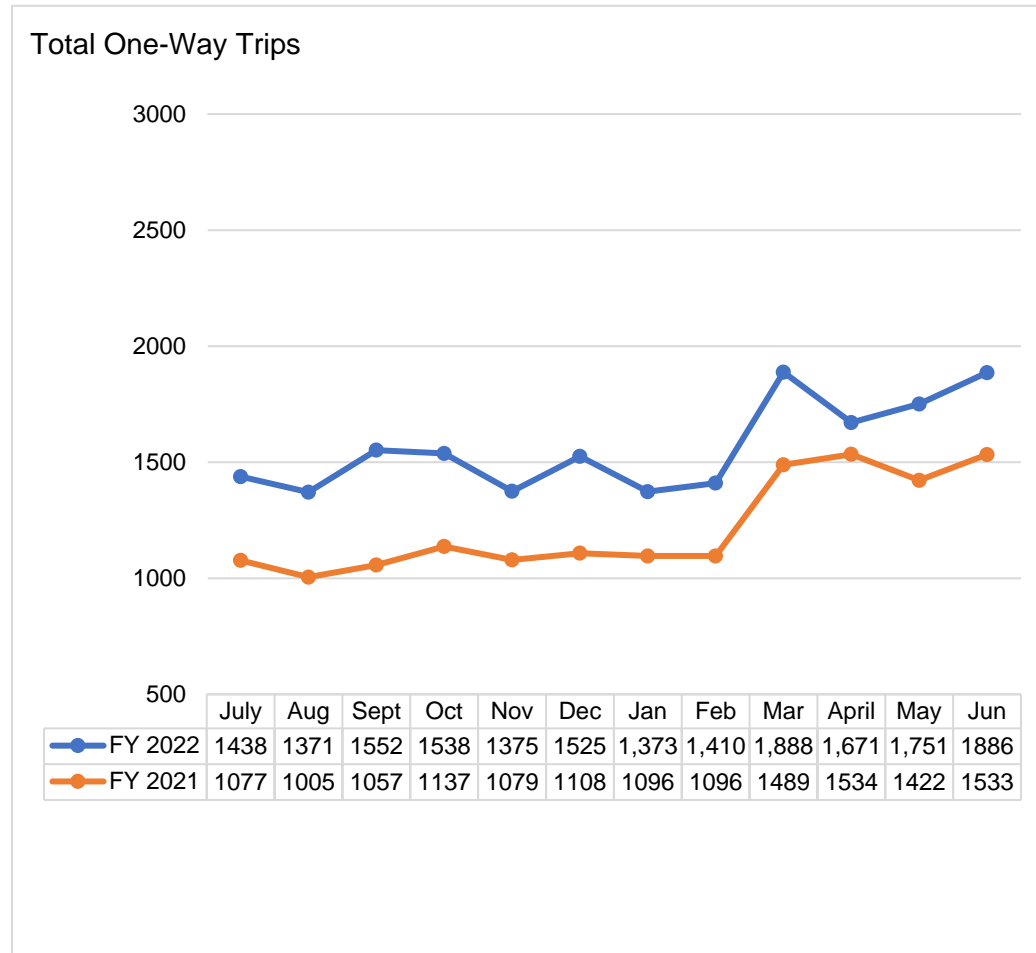


Berkshire Regional Transit Authority

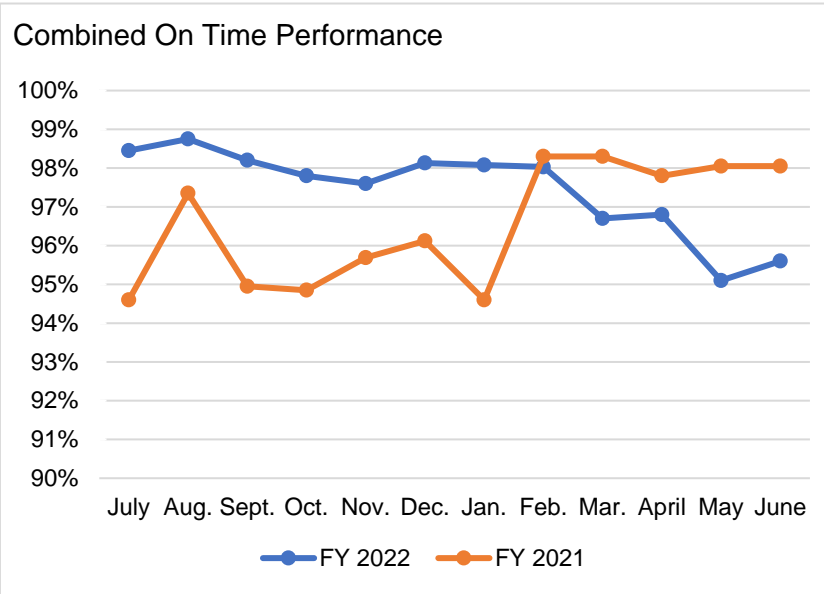
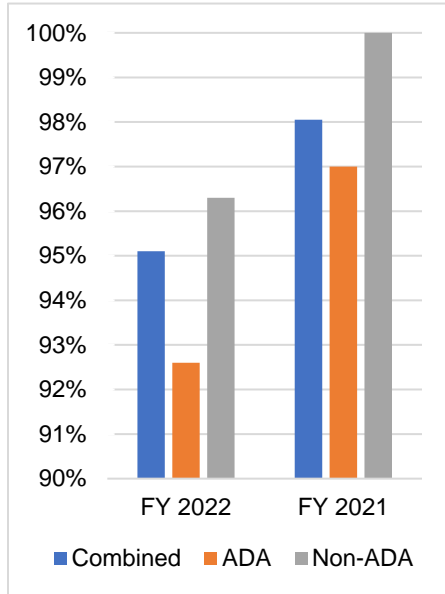
Paratransit Service Performance

FY 22 June 2022

Ridership Trends by Category



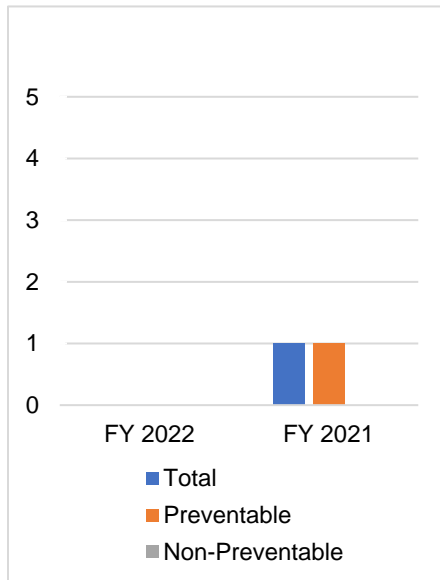
On Time Performance



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 | 0 |
| April | 0 | 0 |
| May | 1 | 2 |
| June | 0 | 1 |
| Total | 1 | 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 | 0 |
| April | 0 | 0 |
| May | 0 | 1 |
| June | 0 | 1 |
| Total | 1 | 4 |

Customers with Mobility Devices

