



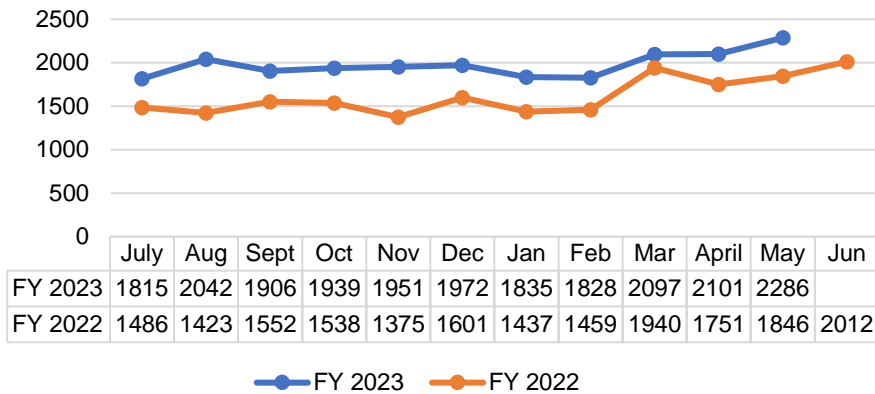
# Berkshire Regional Transit Authority

## Paratransit Service Performance Year to Date

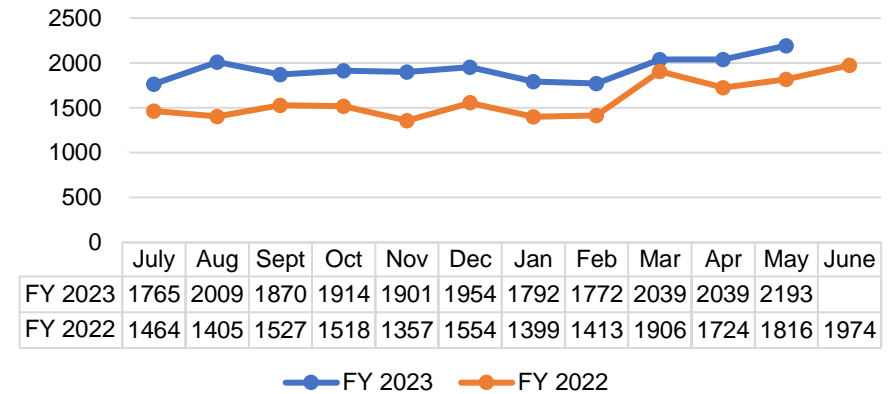
July 1, 2022 – May 31, 2023

### Ridership by Category

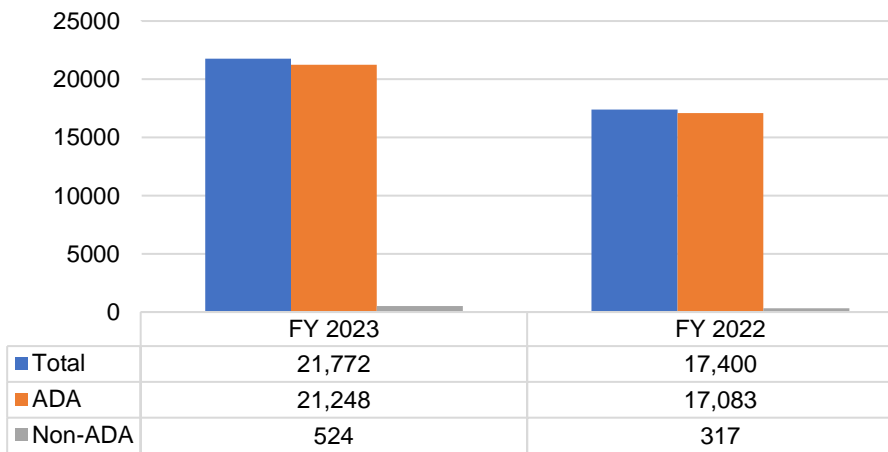
**Total System Passengers by Month**



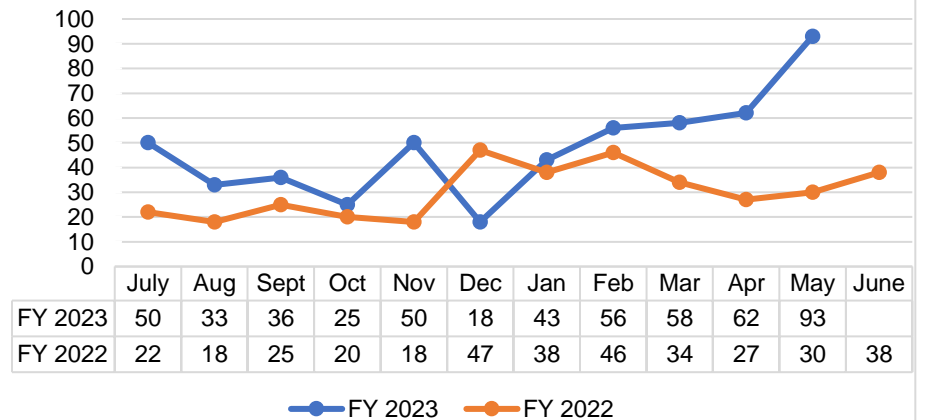
**Total ADA Passengers**



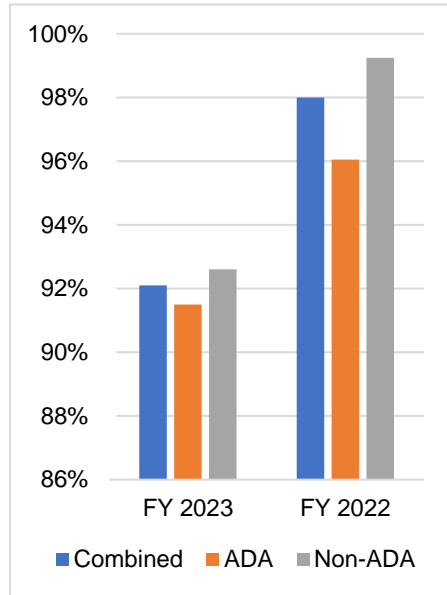
**Total System Ridership Year to Date**



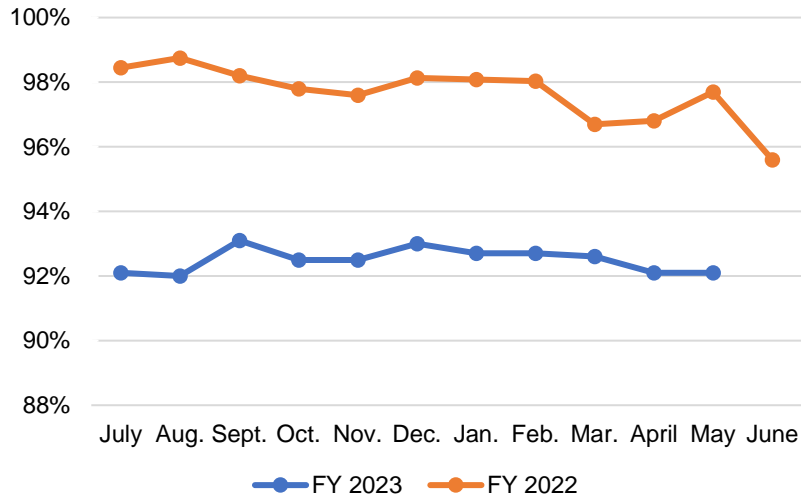
**Total Non-ADA Passengers**



## On Time Performance



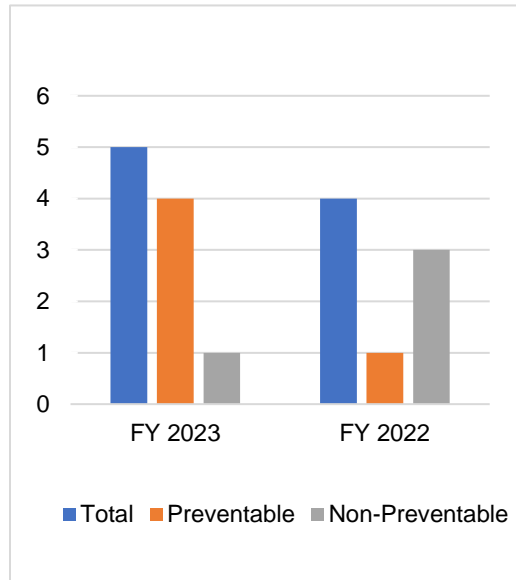
## Combined On Time Performance



## Customer Complaints (Valid)

| Month        | FY 23     | FY 22    |
|--------------|-----------|----------|
| July         | 2         | 0        |
| Aug.         | 2         | 0        |
| Sept.        | 0         | 0        |
| Oct.         | 3         | 0        |
| Nov.         | 3         | 0        |
| Dec.         | 3         | 0        |
| Jan.         | 0         | 0        |
| Feb.         | 3         | 0        |
| Mar.         | 2         | 0        |
| April        | 1         | 0        |
| May          | 2         | 1        |
| June         |           | 0        |
| <b>Total</b> | <b>21</b> | <b>1</b> |

## Accidents (Total)



## Preventable Accidents

| Month        | FY 23    | FY 22    |
|--------------|----------|----------|
| July         | 0        | 0        |
| Aug.         | 1        | 0        |
| Sept.        | 0        | 1        |
| Oct.         | 1        | 0        |
| Nov.         | 0        | 0        |
| Dec.         | 2        | 0        |
| Jan.         | 0        | 0        |
| Feb.         | 0        | 0        |
| Mar.         | 0        | 0        |
| April        | 0        | 0        |
| May          | 0        | 0        |
| June         |          | 0        |
| <b>Total</b> | <b>4</b> | <b>1</b> |

## Mobility Devices Year to Date

