## Berkshire Regional Transit Authority

## Paratransit Service Performance Year to Date

## FY 2024 July 1, 2023 - September 30, 2023

## Ridership by Category

| Total System Passengers by Month |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2000 \longrightarrow=$ |  |  |  |  |  |  |  |  |  |  |  |  |
| 1500 |  |  |  |  |  |  |  |  |  |  |  |  |
| 1000 |  |  |  |  |  |  |  |  |  |  |  |  |
| 500 |  |  |  |  |  |  |  |  |  |  |  |  |
| 0 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | April | May | Jun |
| FY 2024 | 2109 | 2198 | 2085 |  |  |  |  |  |  |  |  |  |
| FY 2023 | 1815 | 2042 | 1906 | 1939 | 1951 | 1972 | 1835 | 1828 | 2097 | 2101 | 2286 | 2176 |
|  |  |  | - | FY 2 | 24 | $\cdots$ | FY 202 |  |  |  |  |  |

## Total System Ridership Year to Date



\section*{Total ADA Passengers <br> 

## Total Non-ADA Passengers



On Time Performance (updated calculation FY 24)


| Combined On Time Performance |  |
| :--- | :--- |
| $94 \%$ |  |
| $93 \%$ |  |
| $92 \%$ |  |
| $90 \%$ |  |
| $89 \%$ |  |
| 8 | July Aug. Sept. Oct. Nov. Dec. Jan. Feb. Mar. April May June |
| 8 |  |

Customer Complaints (Valid)

| Month | FY 24 | FY 23 |
| :--- | :---: | :---: |
| July | 0 | 2 |
| Aug. | 0 | 2 |
| Sept. | 0 | 0 |
| Oct. |  | 3 |
| Nov. |  | 3 |
| Dec. |  | 3 |
| Jan. |  | 0 |
| Feb. |  | 3 |
| Mar. |  | 2 |
| April |  | 1 |
| May |  | 2 |
| June |  | 1 |
| Total | 0 | 22 |



| Preventable Accidents <br> Month |  |  |
| :--- | :---: | :---: |
| FY 24 | FY 23 |  |
| July | 0 | 0 |
| Aug. | 0 | 1 |
| Sept. | 0 | 0 |
| Oct. |  | 1 |
| Nov. |  | 0 |
| Dec. |  | 2 |
| Jan. |  | 0 |
| Feb. |  | 0 |
| Mar. |  | 0 |
| April |  | 0 |
| May |  | 0 |
| June |  | 2 |
| Total |  | 6 |

Mobility Devices Year to Date


