



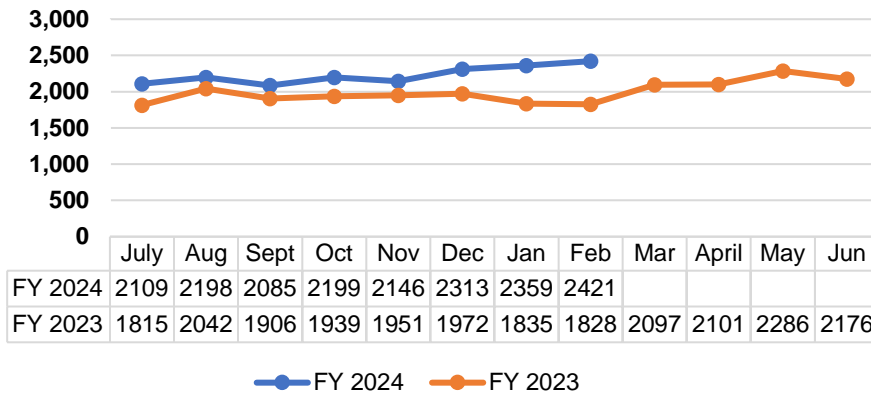
Berkshire Regional Transit Authority

Paratransit Service Performance Year to Date

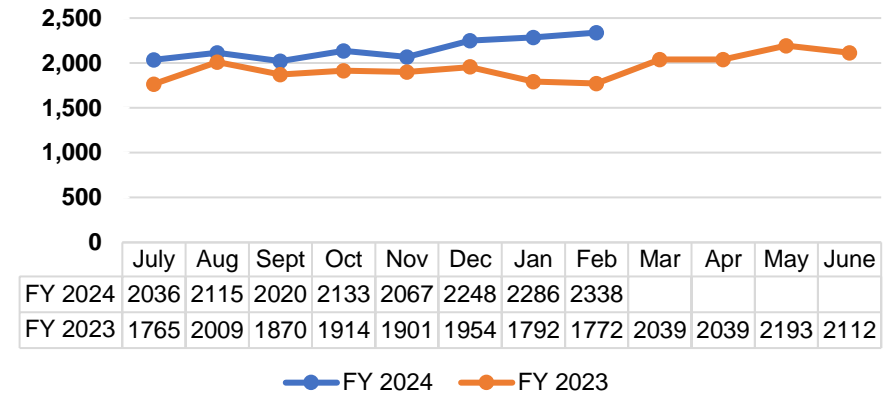
FY 2024 July 1, 2023 – February 29, 2024

Ridership by Category

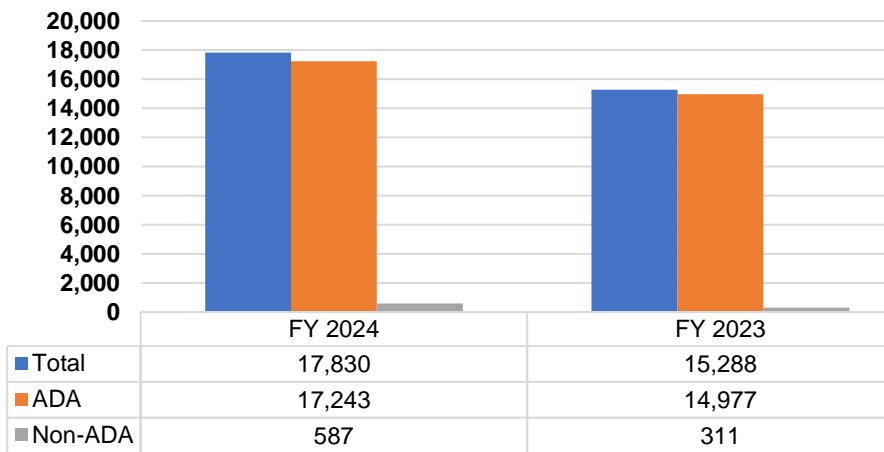
Total System Passengers by Month



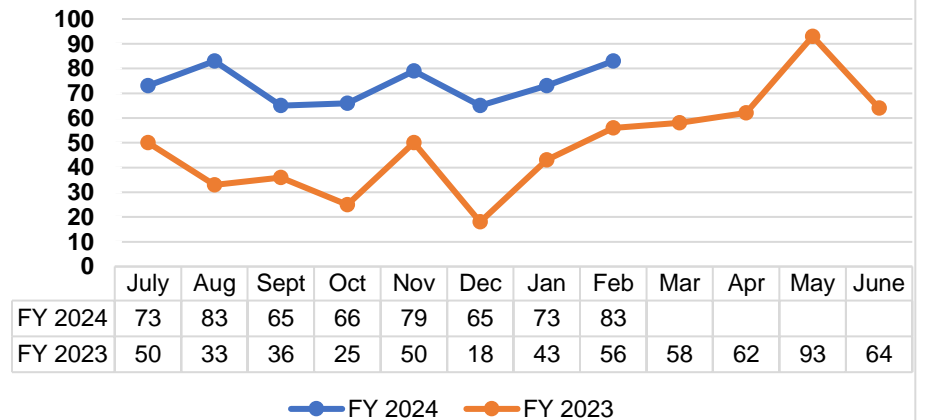
Total ADA Passengers



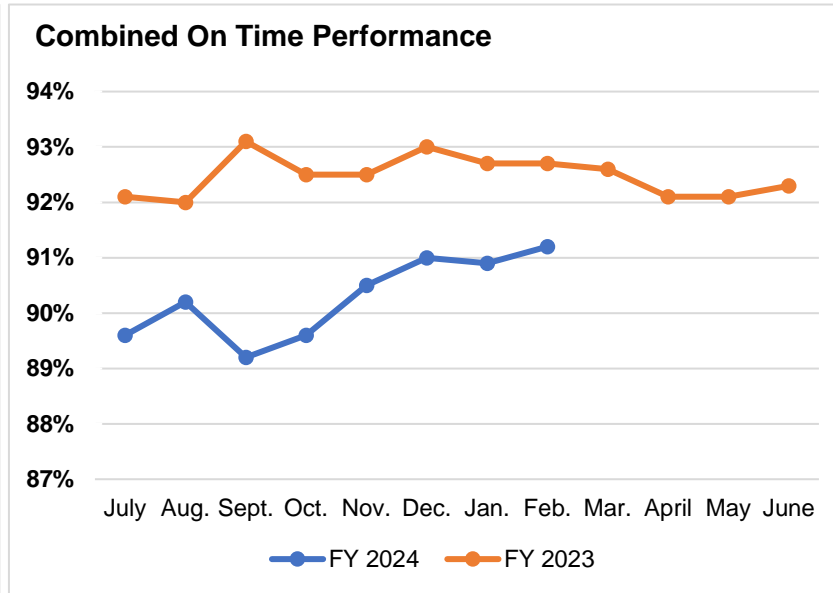
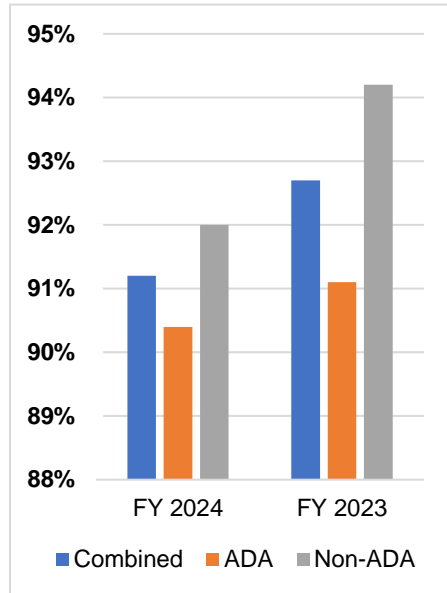
Total System Ridership Year to Date



Total Non-ADA Passengers



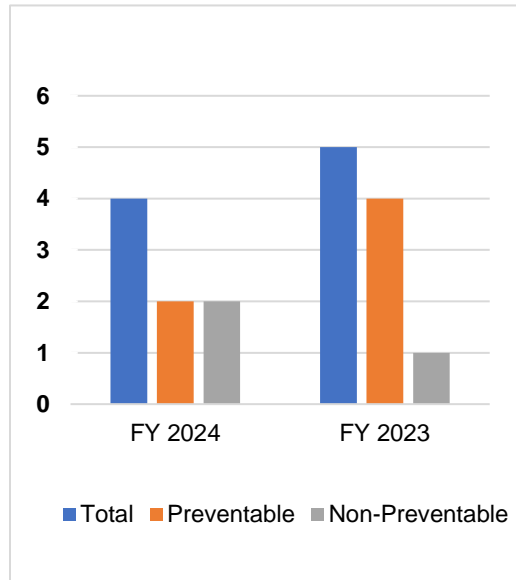
On Time Performance (updated calculation FY 24)



Customer Complaints (Valid)

| Month | FY 24 | FY 23 |
|--------------|----------|-----------|
| July | 0 | 2 |
| Aug. | 0 | 2 |
| Sept. | 0 | 0 |
| Oct. | 1 | 3 |
| Nov. | 1 | 3 |
| Dec. | 4 | 3 |
| Jan. | 0 | 0 |
| Feb. | 1 | 3 |
| Mar. | | 2 |
| April | | 1 |
| May | | 2 |
| June | | 1 |
| Total | 7 | 22 |

Accidents (Total)



Preventable Accidents

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

Mobility Devices Year to Date

