



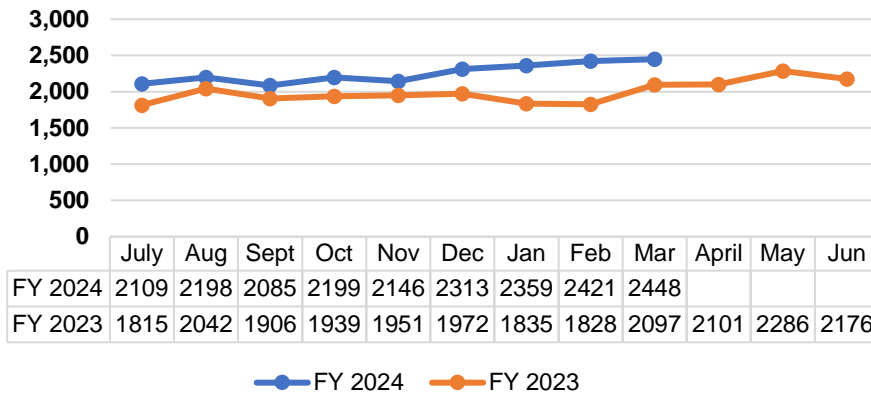
Berkshire Regional Transit Authority

Paratransit Service Performance Year to Date

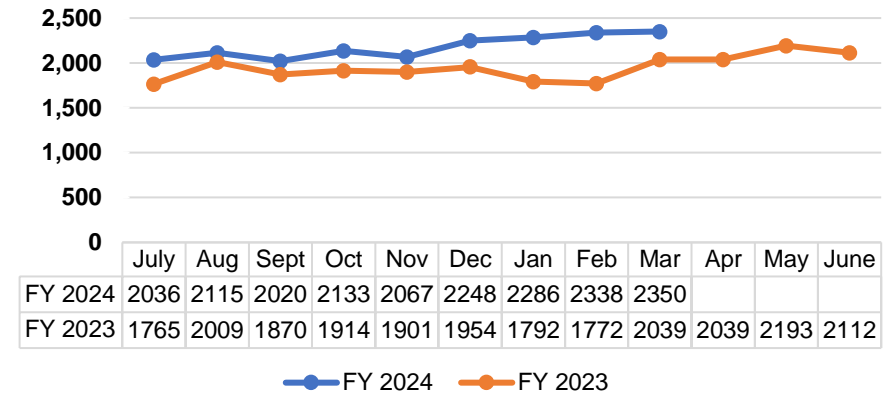
FY 2024 July 1, 2023 – March 31, 2024

Ridership by Category

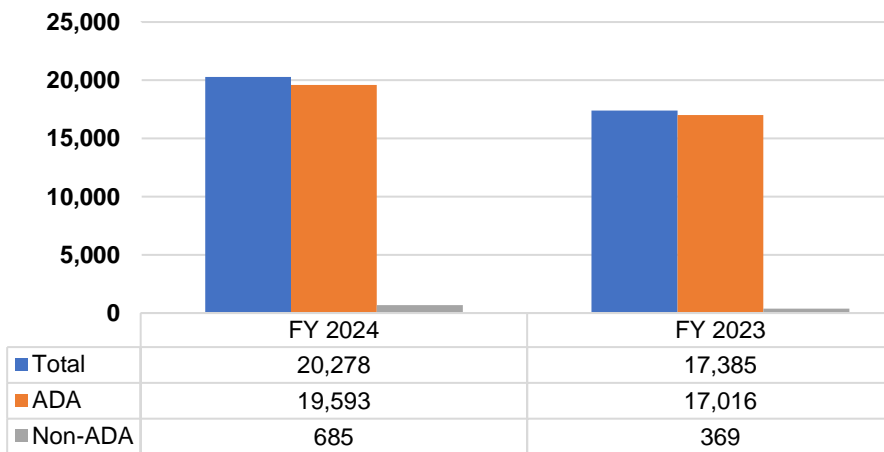
Total System Passengers by Month



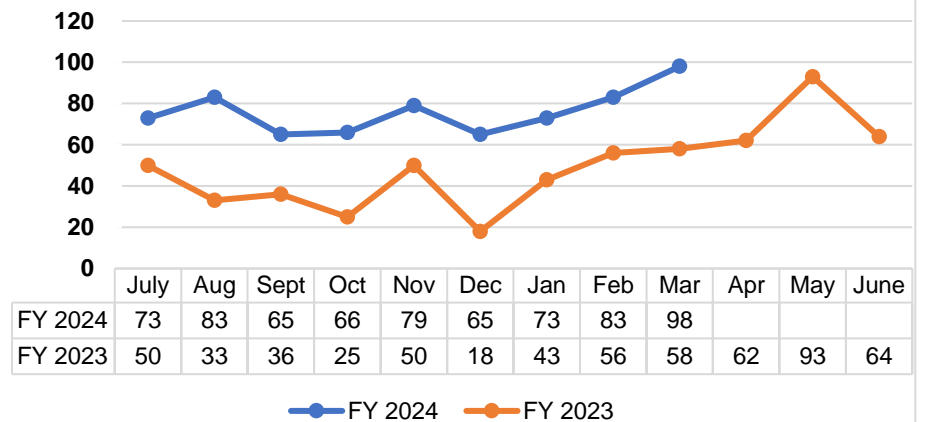
Total ADA Passengers



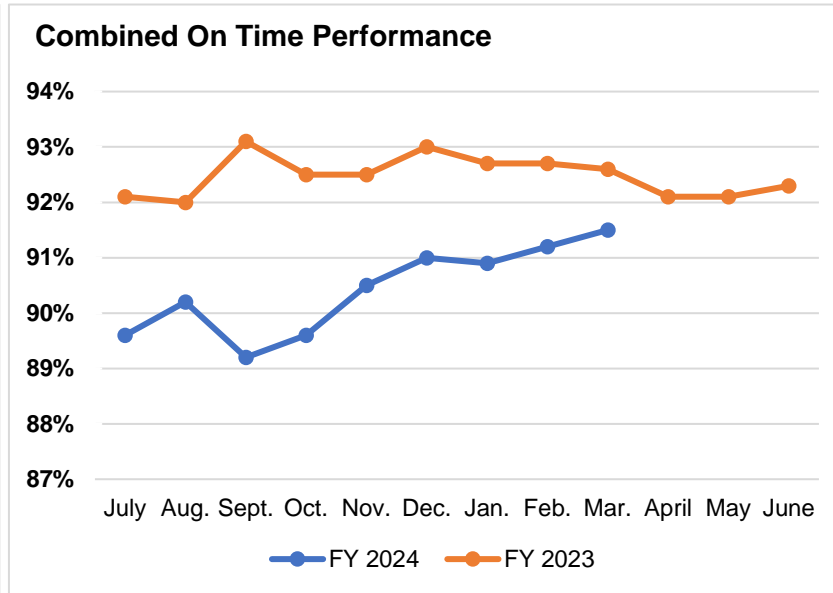
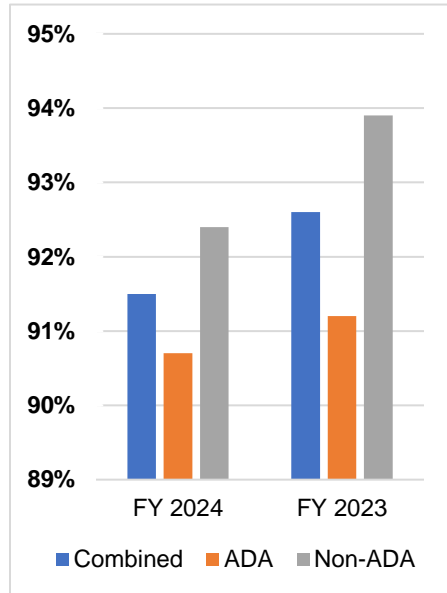
Total System Ridership Year to Date



Total Non-ADA Passengers



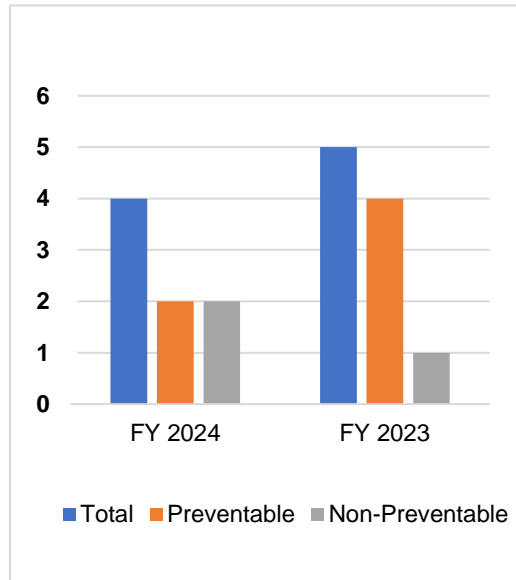
On Time Performance (updated calculation FY 24)



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.	1	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	0
April		0
May		0
June		2
Total	2	6

Mobility Devices Year to Date

