



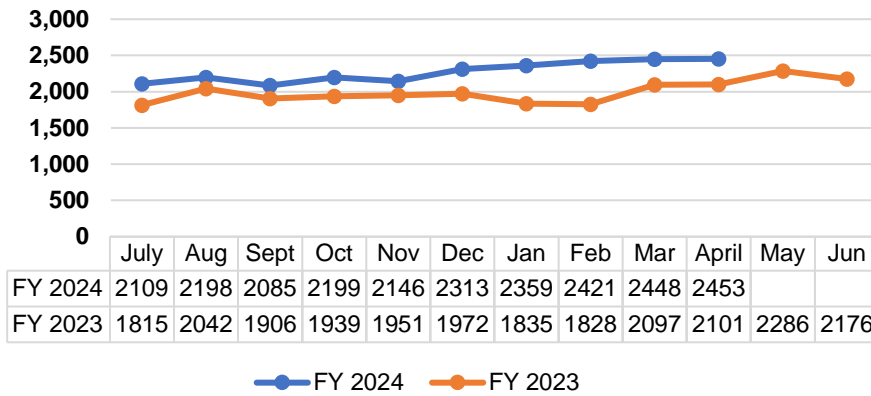
# Berkshire Regional Transit Authority

## Paratransit Service Performance Year to Date

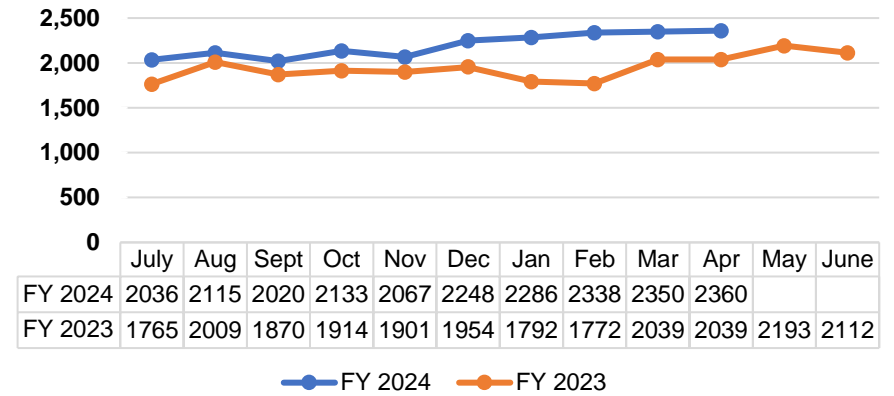
### FY 2024 July 1, 2023 – April 30, 2024

#### Ridership by Category

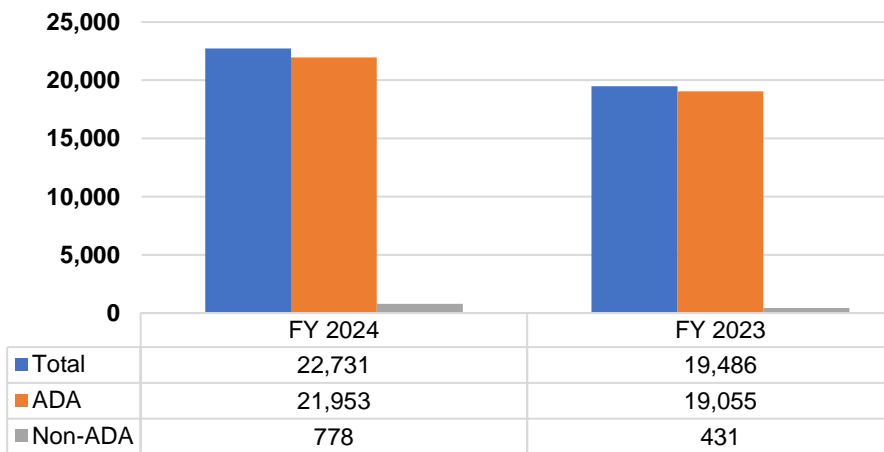
Total System Passengers by Month



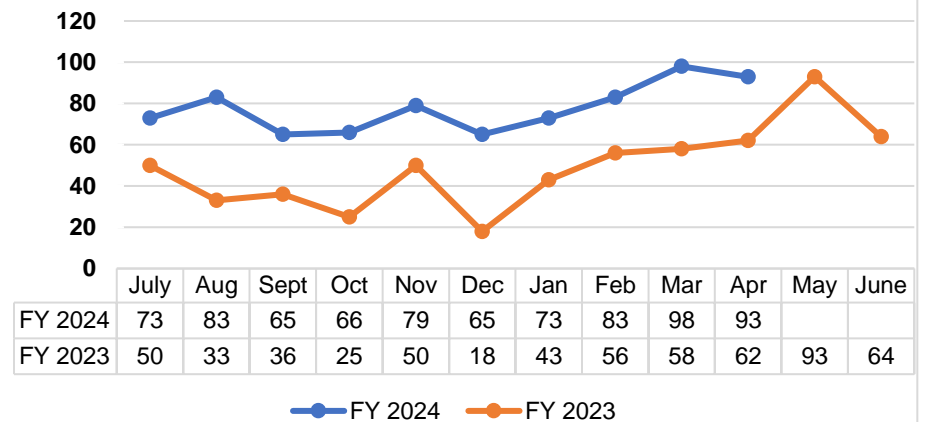
Total ADA Passengers



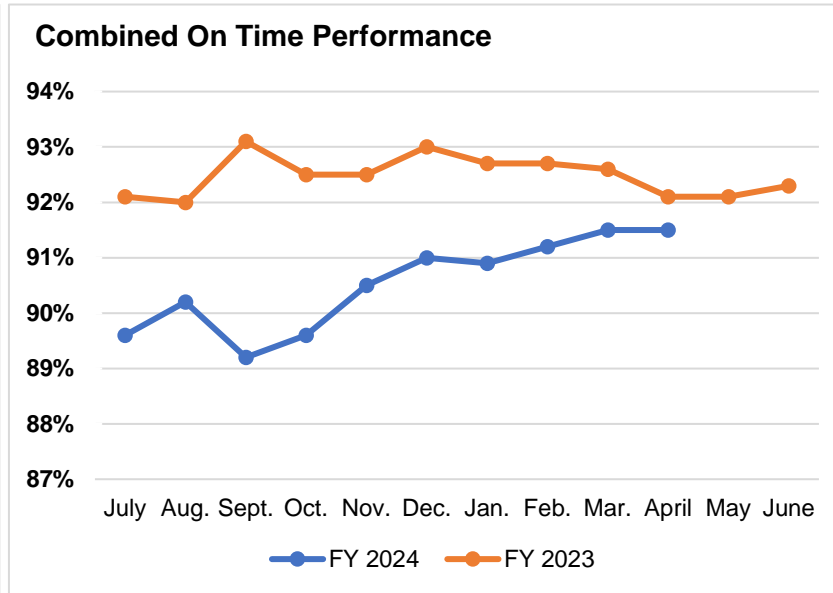
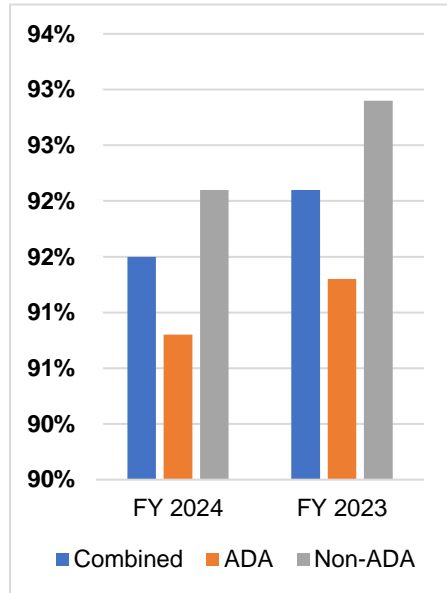
Total System Ridership Year to Date



Total Non-ADA Passengers



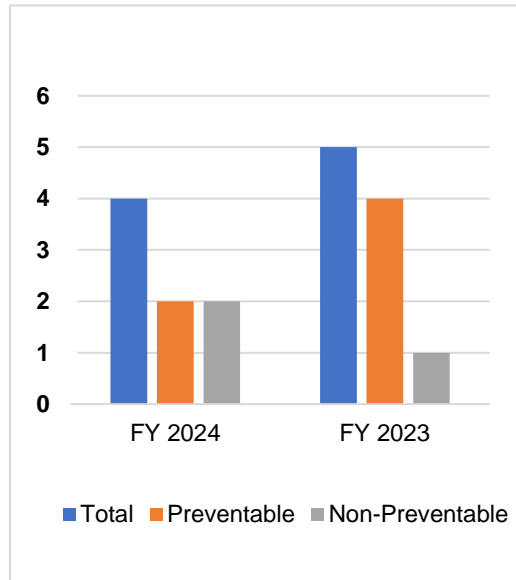
## On Time Performance (updated calculation FY 24)



## 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	0	1
May		2
June		1
<b>Total</b>	<b>8</b>	<b>22</b>

## 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	0
May		0
June		2
<b>Total</b>	<b>2</b>	<b>6</b>

## Mobility Devices Year to Date

