



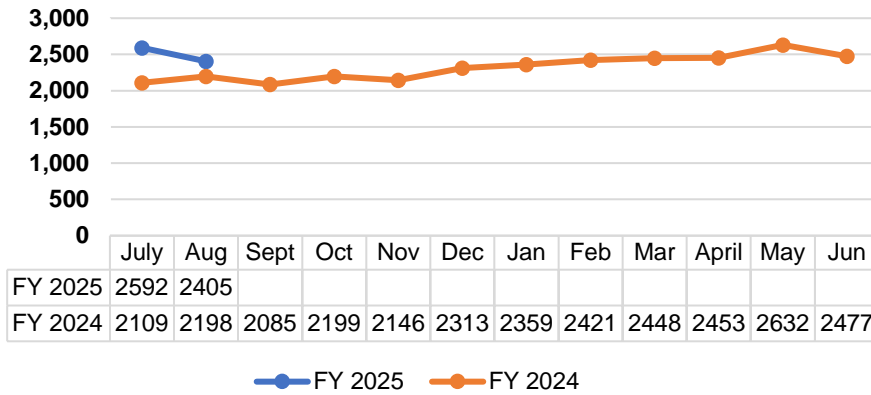
Berkshire Regional Transit Authority

Paratransit Service Performance Year to Date

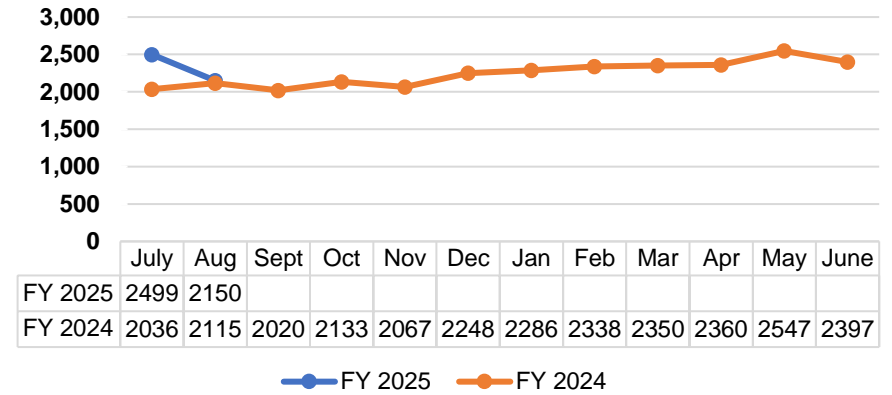
FY 2025 July 1, 2024 – August 31, 2024

Ridership by Category

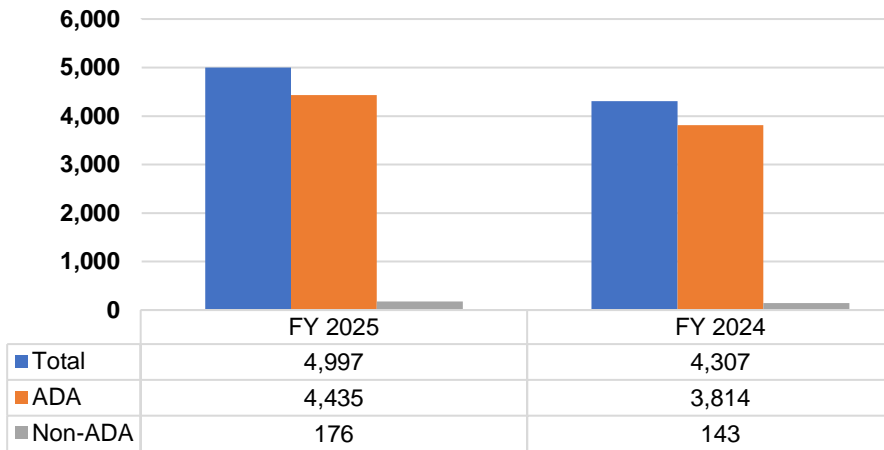
Total System Passengers by Month



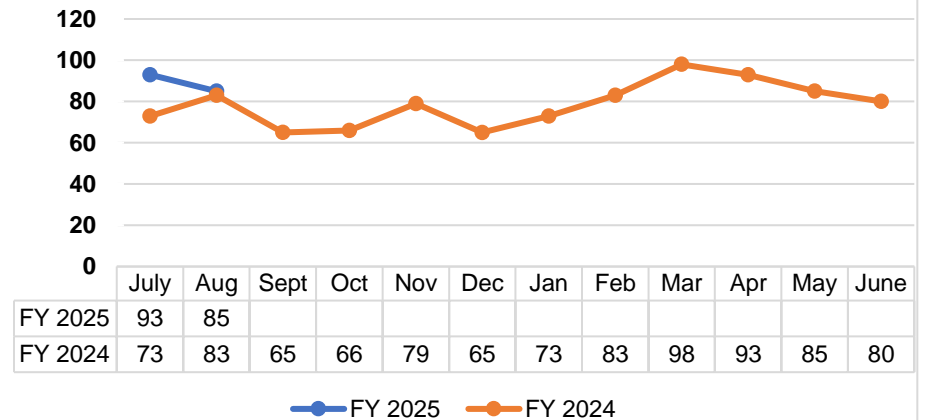
Total ADA Passengers



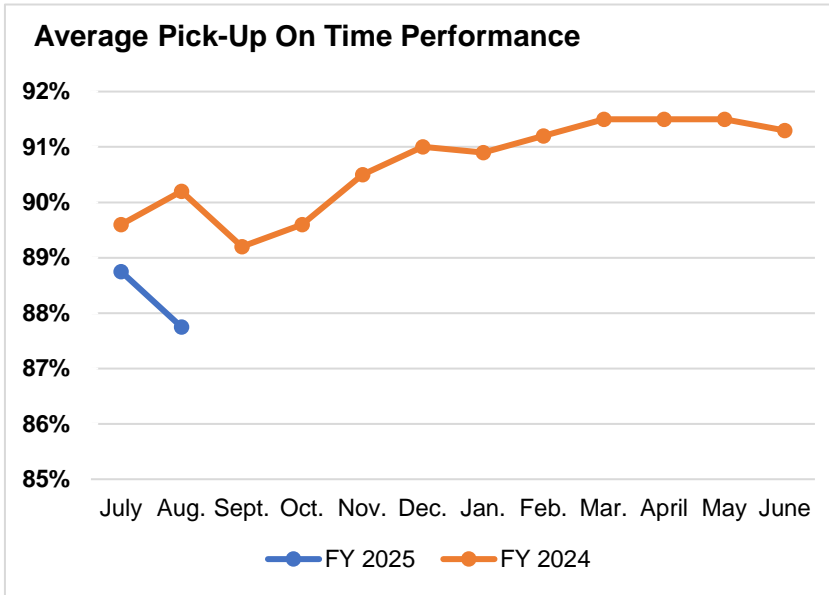
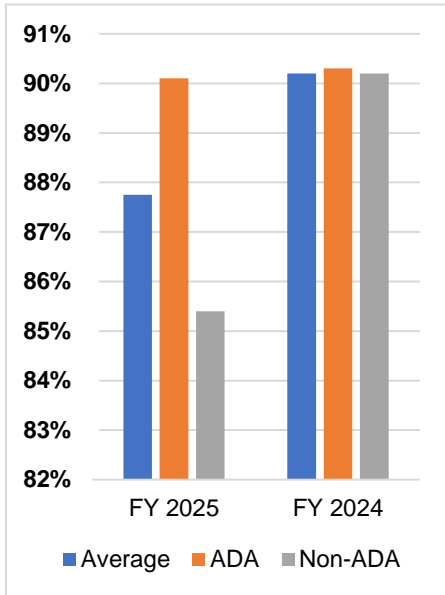
Total System Ridership Year to Date



Total Non-ADA Passengers



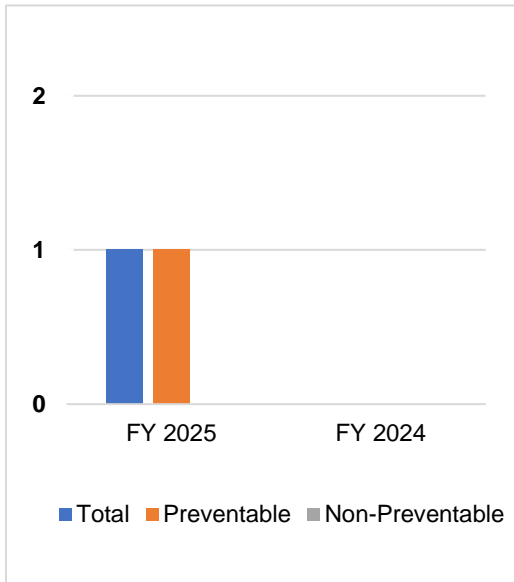
On Time Performance (Pick-Up OTP Only as of FY25 per MassOSA)



Customer Complaints (Valid)

Month	FY 25	FY 24
July	0	0
Aug.	3	0
Sept.	-	0
Oct.	-	1
Nov.	-	1
Dec.	-	4
Jan.	-	0
Feb.	-	1
Mar.	-	1
April	-	0
May	-	0
June	-	0
Total	0	8

Accidents (Total YTD)



Preventable Accidents

Month	FY 25	FY 24
July	1	0
Aug.	-	0
Sept.	-	0
Oct.	-	0
Nov.	-	0
Dec.	-	1
Jan.	-	0
Feb.	-	1
Mar.	-	0
April	-	0
May	-	0
June	-	0
Total	1	2

Mobility Devices (Total YTD)

