



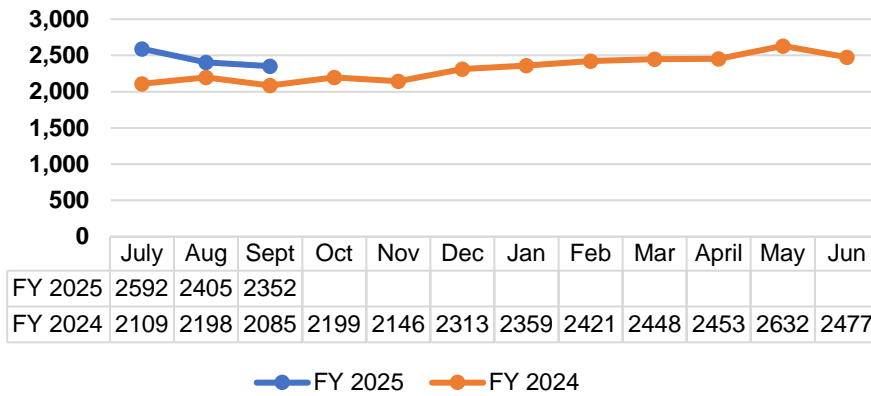
Berkshire Regional Transit Authority

Paratransit Service Performance Year to Date

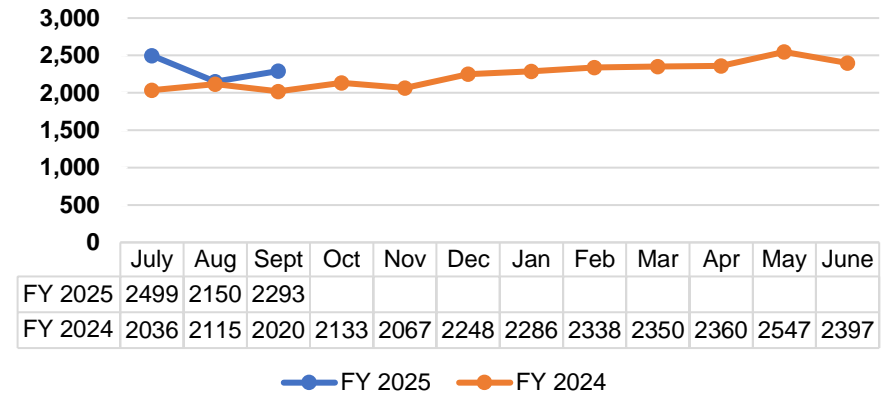
FY 2025 July 1, 2024 – September 30, 2024

Ridership by Category

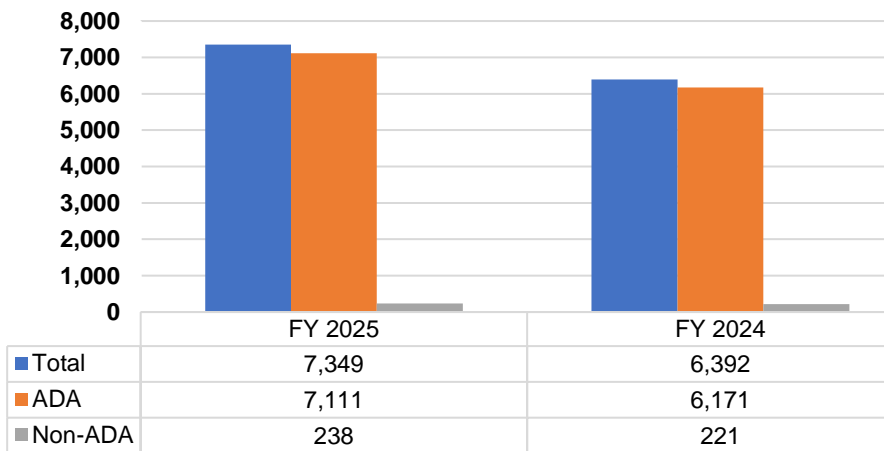
Total System Passengers by Month



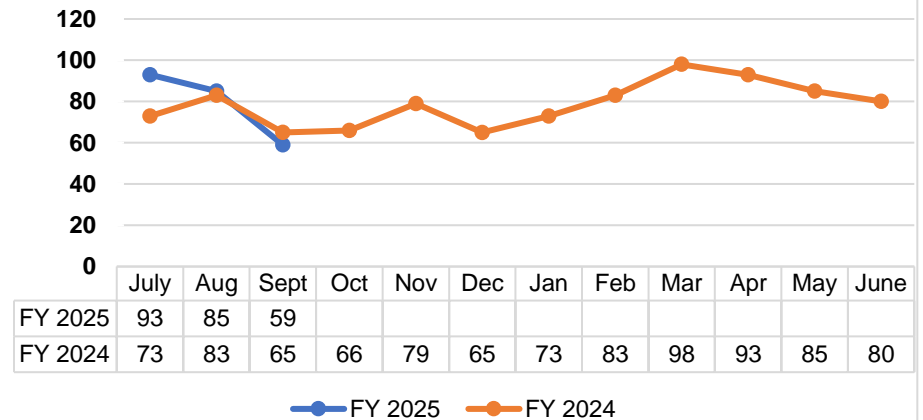
Total ADA Passengers



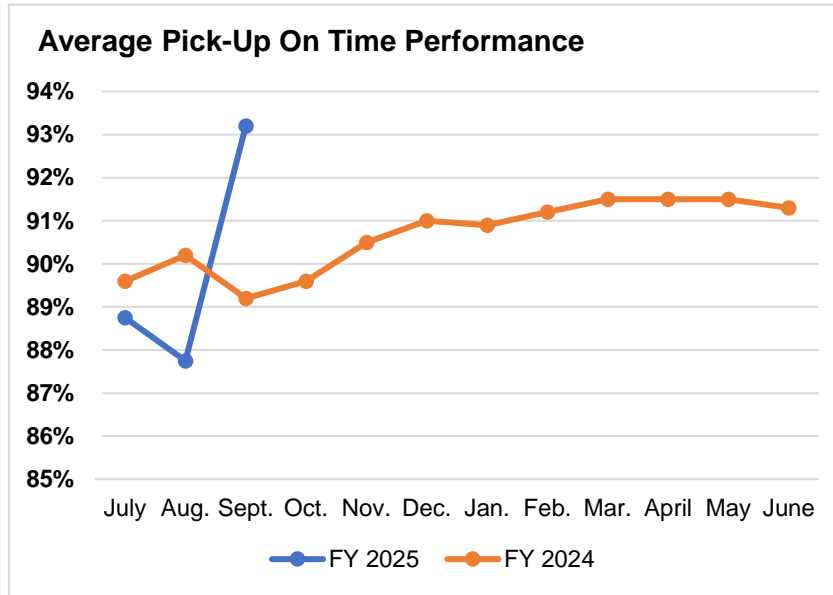
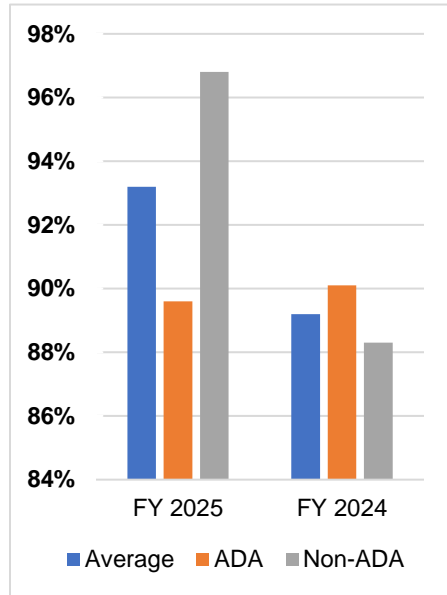
Total System Ridership Year to Date



Total Non-ADA Passengers



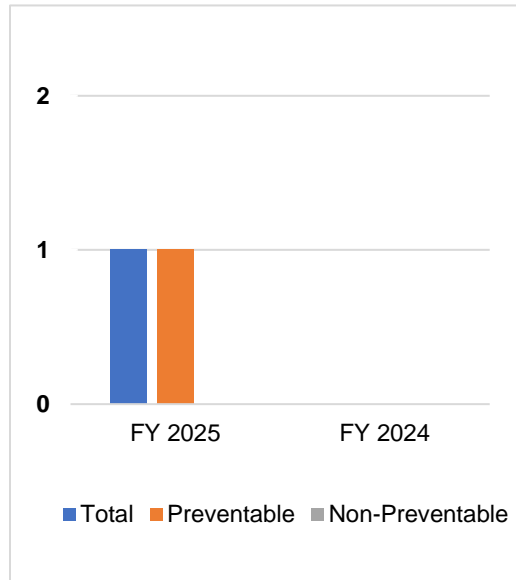
On Time Performance (Pick-Up OTP Only as of FY25 per MassOSA)



Customer Complaints (Valid)

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

Accidents (Total YTD)



Preventable Accidents

Month	FY 25	FY 24
July	1	0
Aug.	0	0
Sept.	0	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)

