



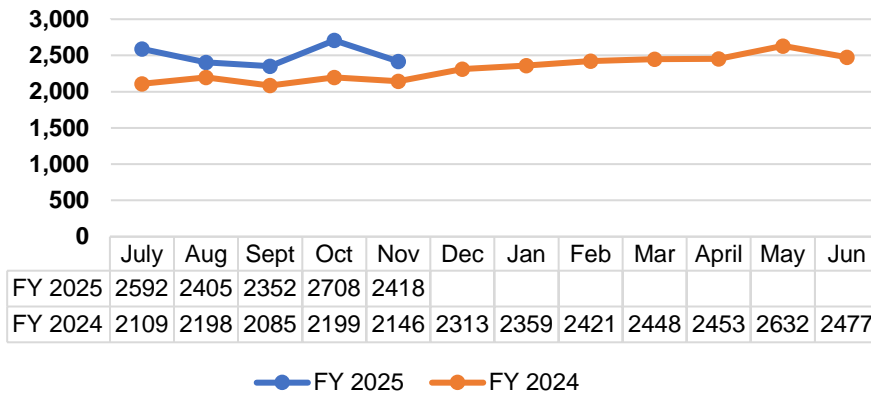
# Berkshire Regional Transit Authority

## Paratransit Service Performance Year to Date

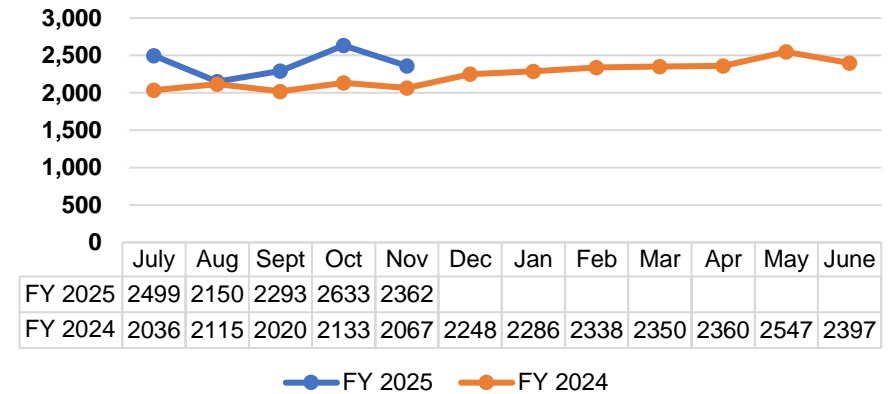
### FY 2025 July 1, 2024 – November 30, 2024

#### Ridership by Category

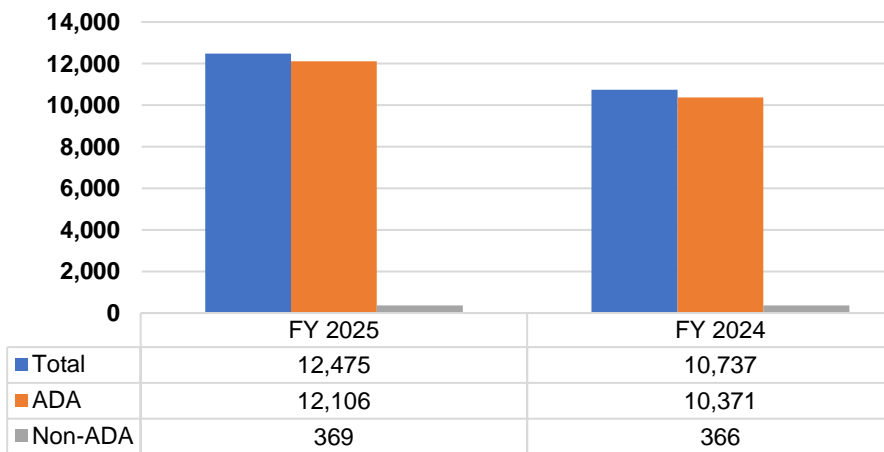
Total System Passengers by Month



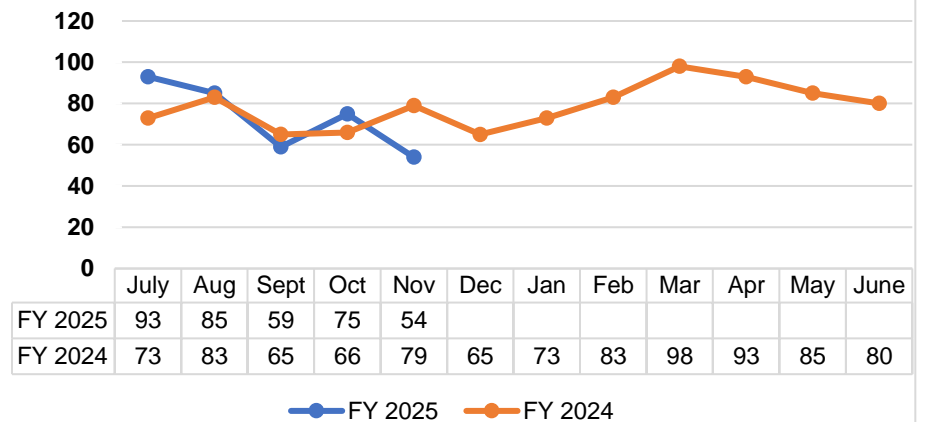
Total ADA Passengers



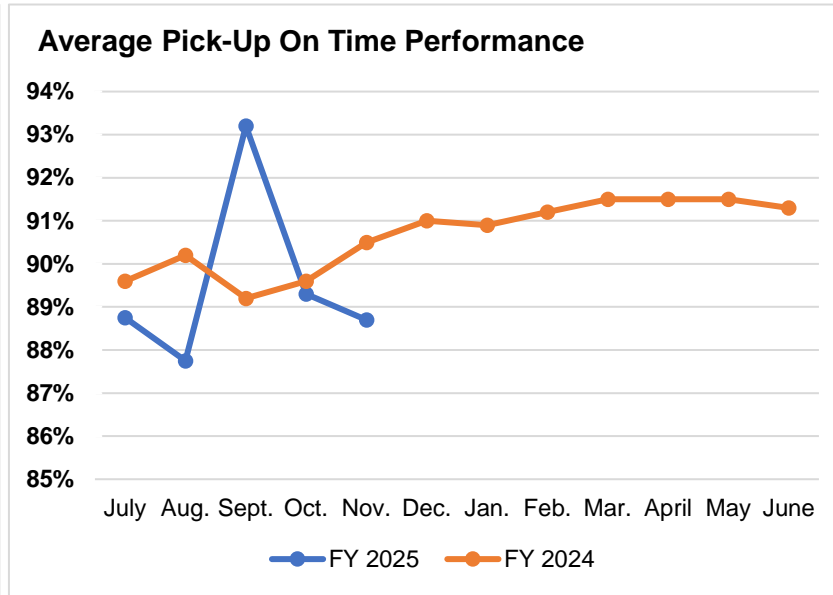
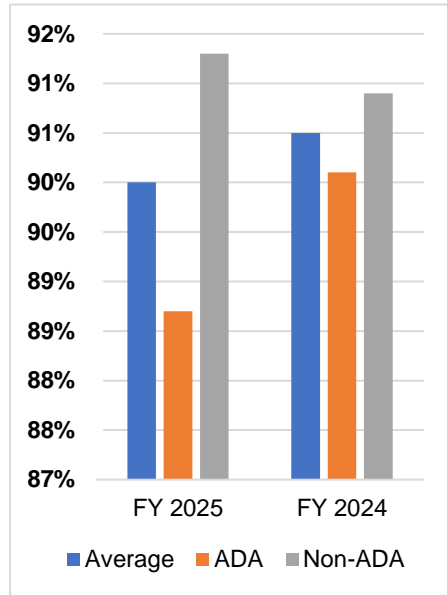
Total System Ridership Year to Date



Total Non-ADA Passengers



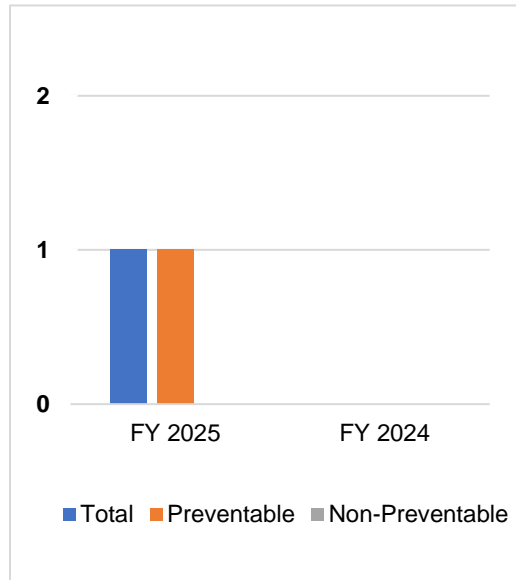
## On Time Performance (Pick-Up OTP Only as of FY25 per MassOSA)



## Customer Complaints (Valid)

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

## Accidents (Total YTD)



## Preventable Accidents

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

## Mobility Devices (Total YTD)

