



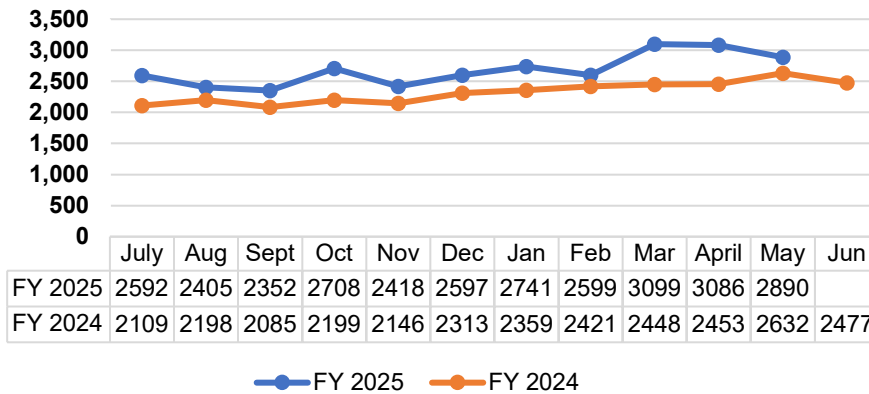
Berkshire Regional Transit Authority

Paratransit Service Performance Year to Date

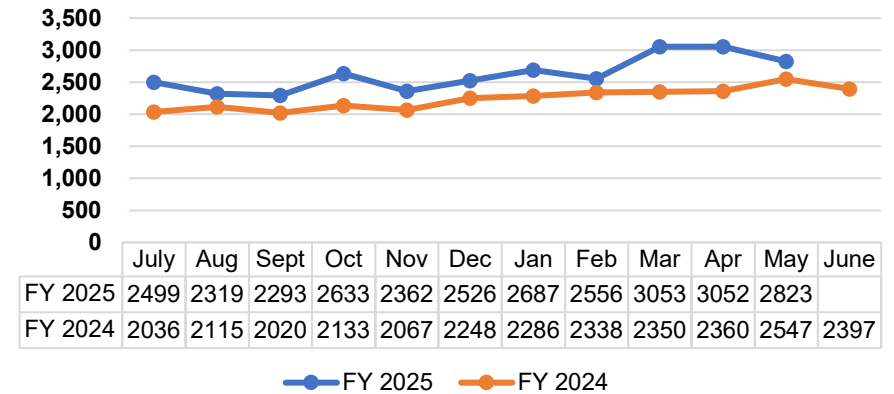
FY 2025 July 1, 2024 – May 31, 2025

Ridership by Category

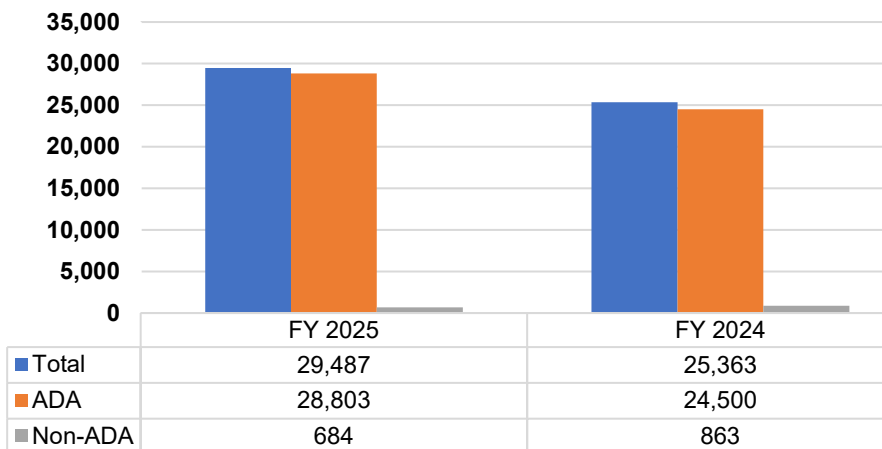
Total System Passengers by Month



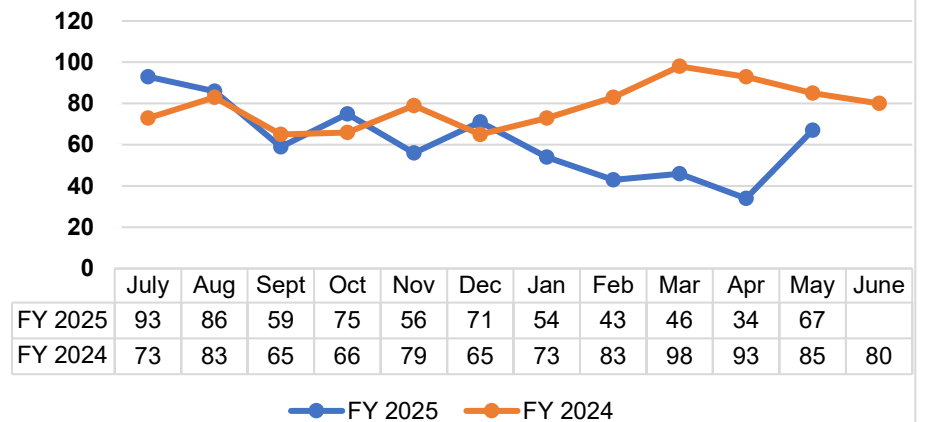
Total ADA Passengers



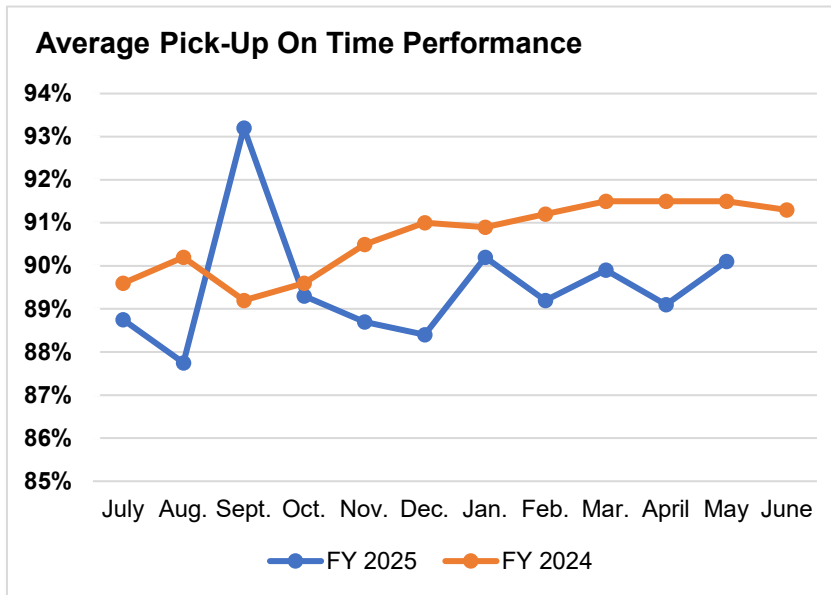
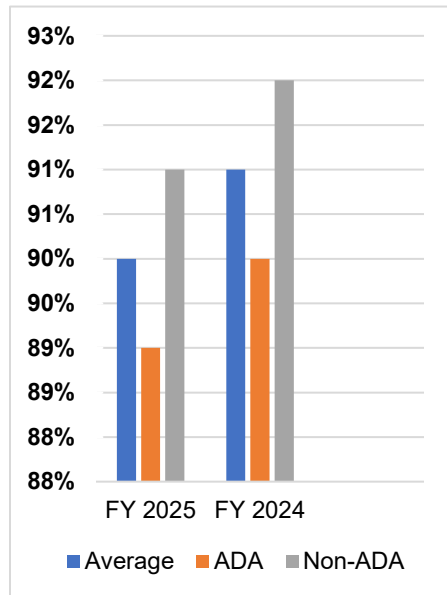
Total System Ridership Year to Date



Total Non-ADA Passengers



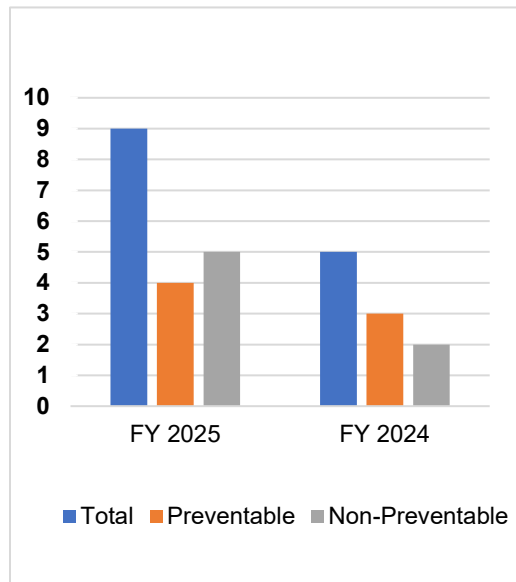
On Time Performance (Pick-Up OTP Only as of FY25 per MassOSA)



Customer Complaints (Valid)

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

Accidents (Total YTD)



Preventable Accidents

Month	FY 25	FY 24
July	1	0
Aug.	0	0
Sept.	0	0
Oct.	0	0
Nov.	0	0
Dec.	1	1
Jan.	0	0
Feb.	0	1
Mar.	1	0
April	1	0
May	0	0
June		0
Total	3	2

Mobility Devices (Total YTD)

