



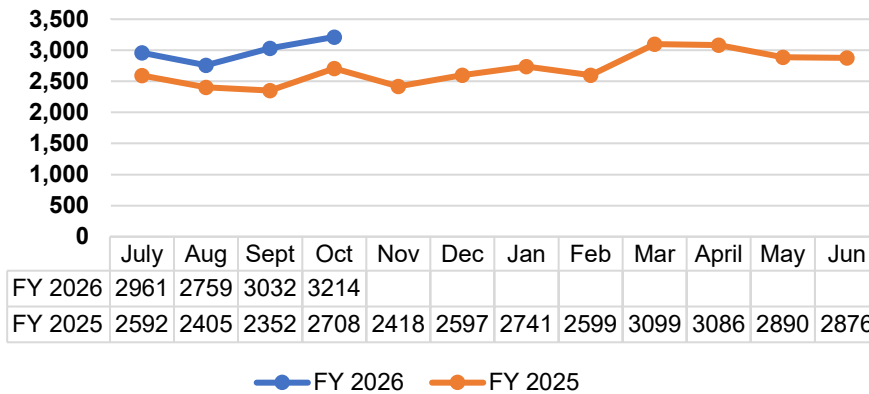
# Berkshire Regional Transit Authority

## Paratransit Service Performance Year to Date

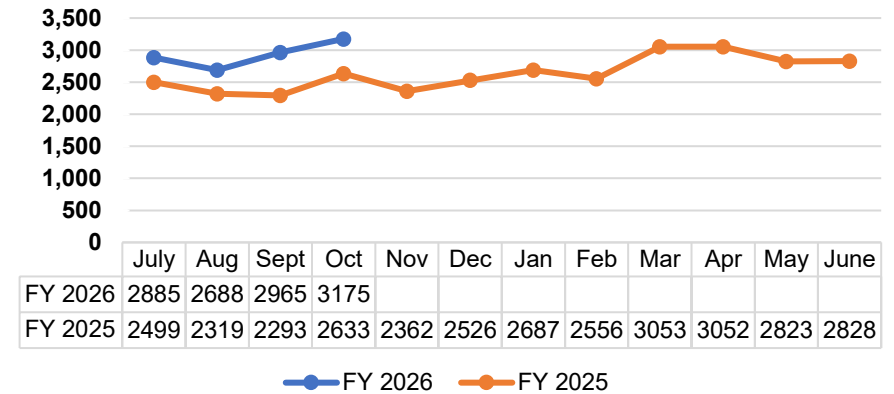
### FY 2026 July 1, 2025 – October 31, 2025

#### Ridership by Category

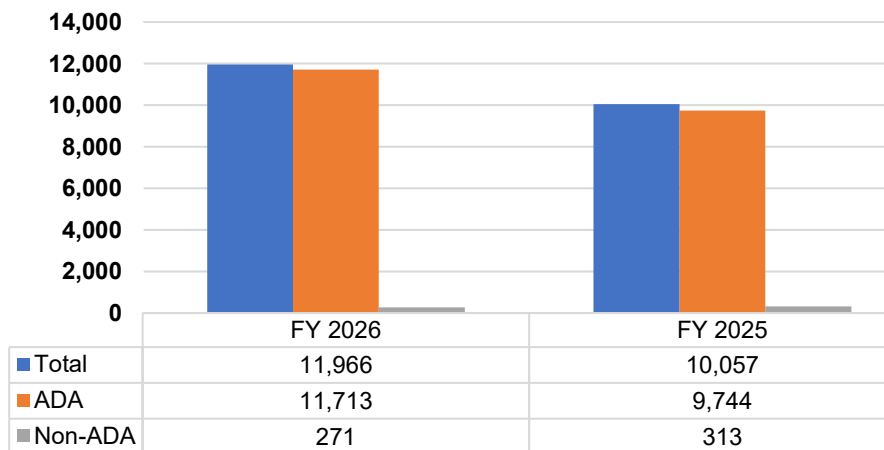
##### Total System Passengers by Month



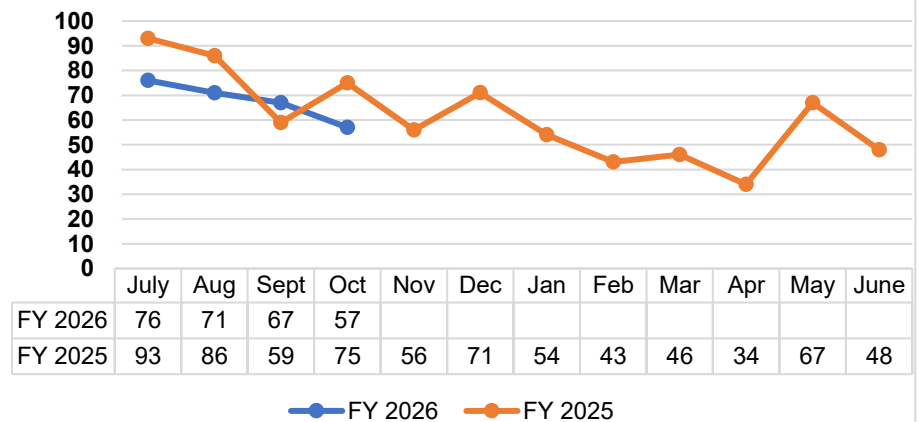
##### Total ADA Passengers



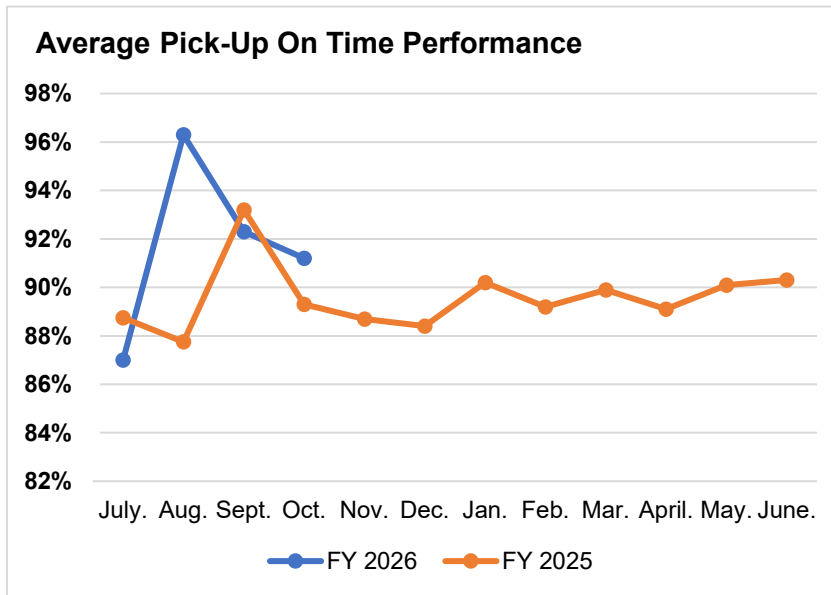
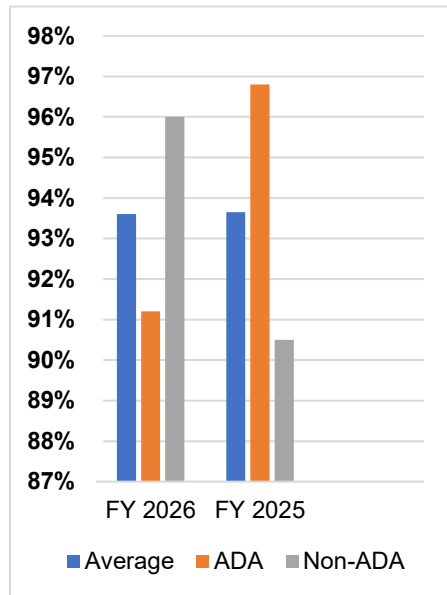
##### Total System Ridership Year to Date



##### Total Non-ADA Passengers



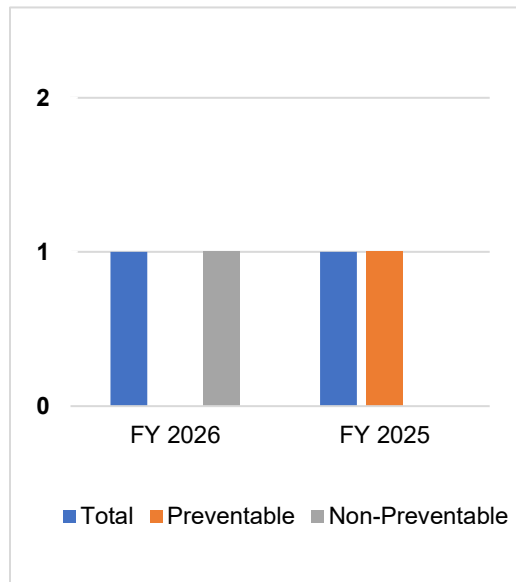
## On Time Performance (Pick-Up OTP Only as of FY26 per MassOSA)



## Customer Complaints (Valid)

| Month        | FY 26    | FY 25    |
|--------------|----------|----------|
| July         | 0        | 0        |
| Aug.         | 0        | 3        |
| Sept.        | 0        | 1        |
| Oct.         | 0        | 0        |
| Nov.         |          |          |
| Dec.         |          |          |
| Jan.         |          |          |
| Feb.         |          |          |
| Mar.         |          |          |
| April        |          |          |
| May          |          |          |
| June         |          |          |
| <b>Total</b> | <b>0</b> | <b>4</b> |

## Accidents (Total YTD)



## Preventable Accidents

| Month        | FY 26    | FY 25    |
|--------------|----------|----------|
| July         | 0        | 1        |
| Aug.         | 0        | 0        |
| Sept.        | 0        | 0        |
| Oct.         | 0        | 0        |
| Nov.         |          |          |
| Dec.         |          |          |
| Jan.         |          |          |
| Feb.         |          |          |
| Mar.         |          |          |
| April        |          |          |
| May          |          |          |
| June         |          |          |
| <b>Total</b> | <b>0</b> | <b>1</b> |

## Mobility Devices (Total YTD)

