



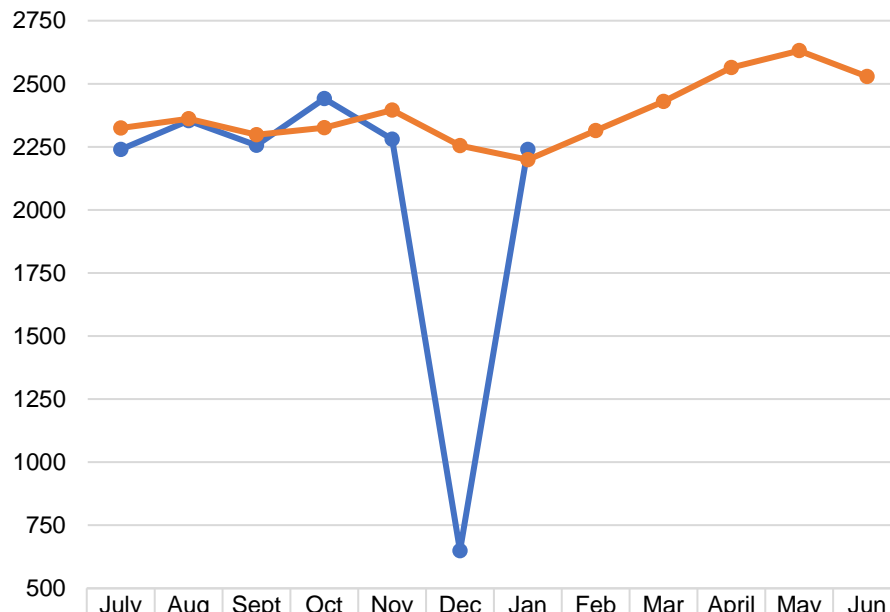
Berkshire Regional Transit Authority

Paratransit Service Performance

January 2019

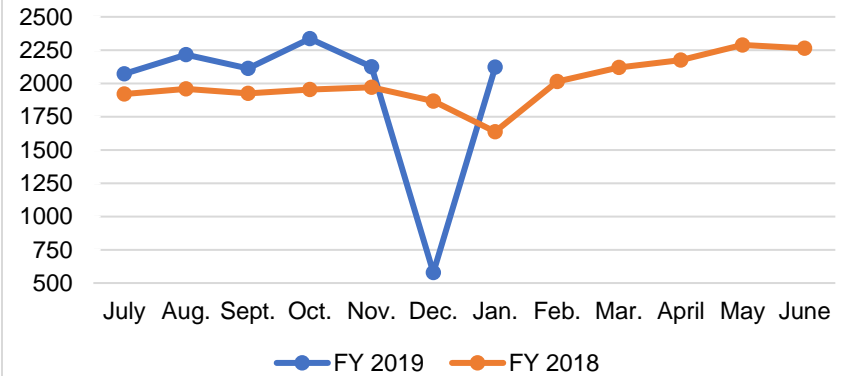
Ridership Trends by Category *

Total One-Way Trips

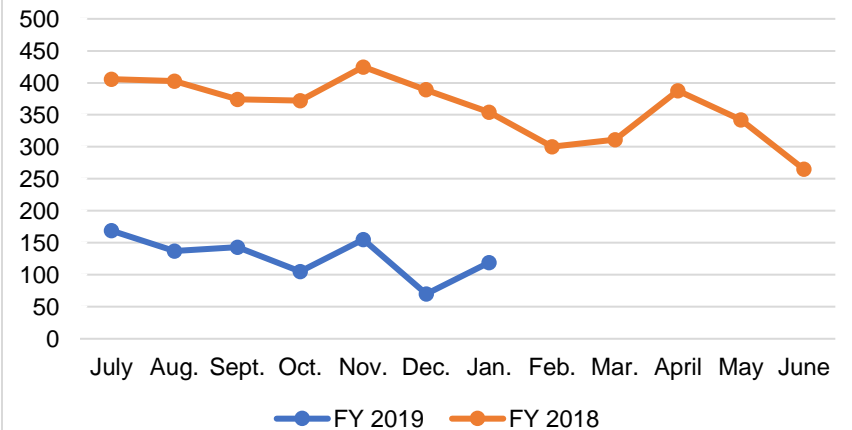


*December 2018 included a work stoppage.

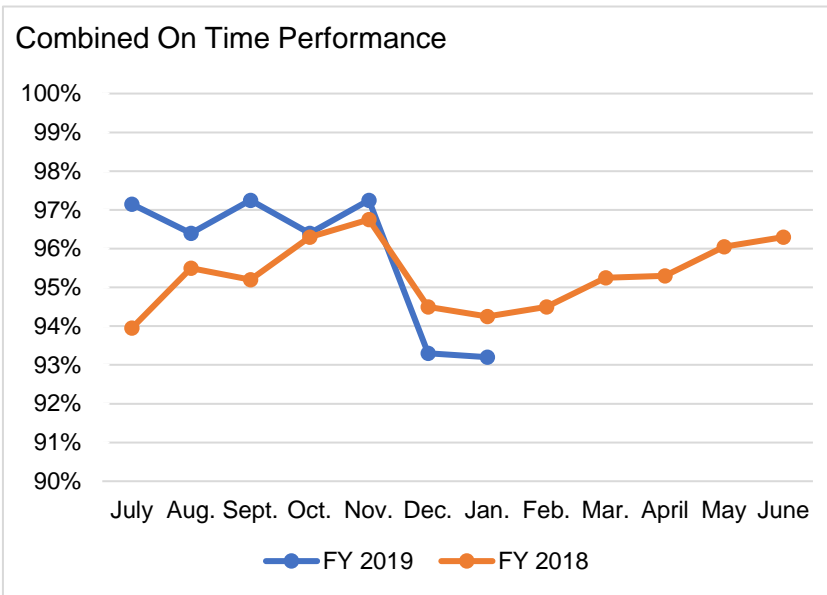
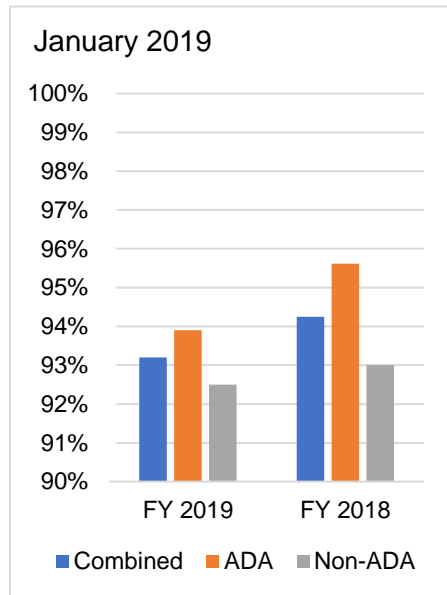
ADA One-Way Trips



Non-ADA One-Way Trips



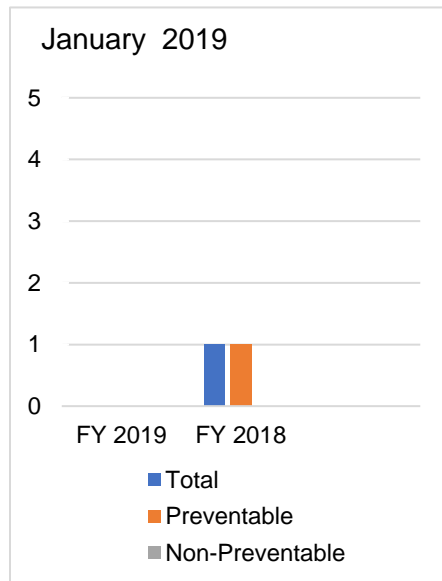
On Time Performance



Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.	0	1	- 1
Nov.	0	2	- 2
Dec.	0	2	- 2
Jan.	0	0	0
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	0	9	- 9

Accidents (Total)



Preventable Accidents

Month	FY 19	FY 18	Change
July	1	1	0
Aug.	1	2	-1
Sept.	0	1	-1
Oct.	1	0	1
Nov.	0	1	-1
Dec.	0	0	0
Jan.	0	1	-1
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	3	7	- 4

Customers with Mobility Devices

