

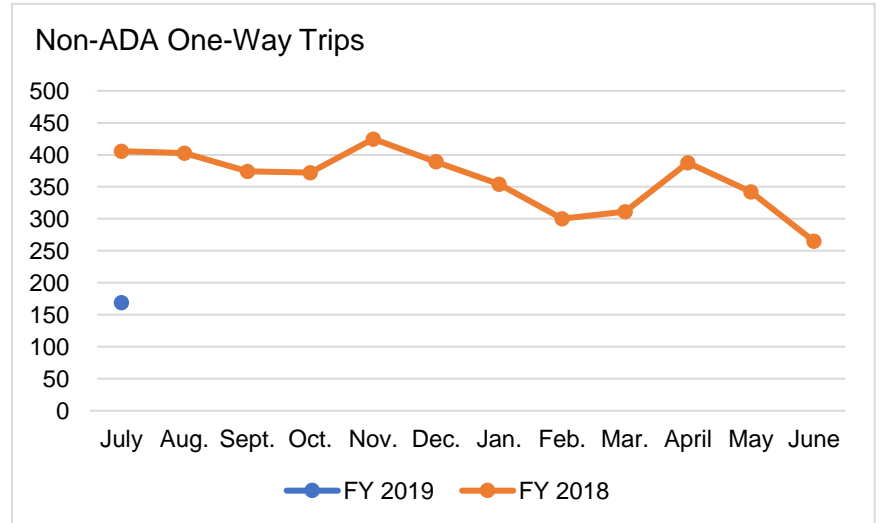
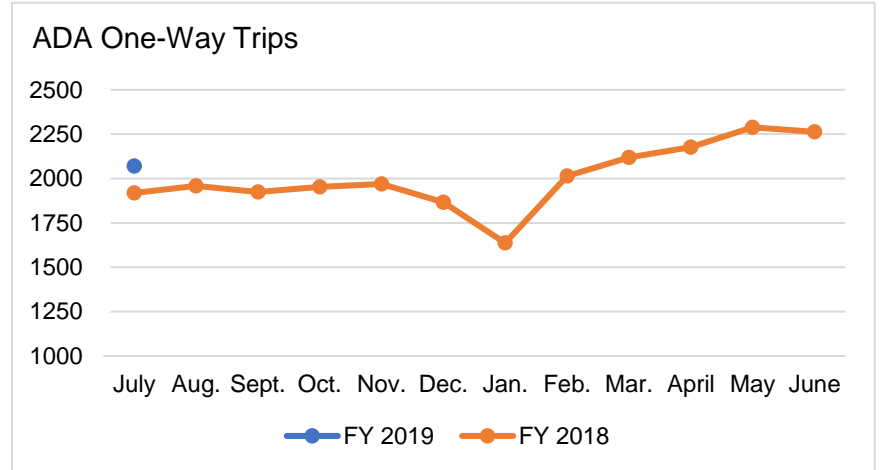
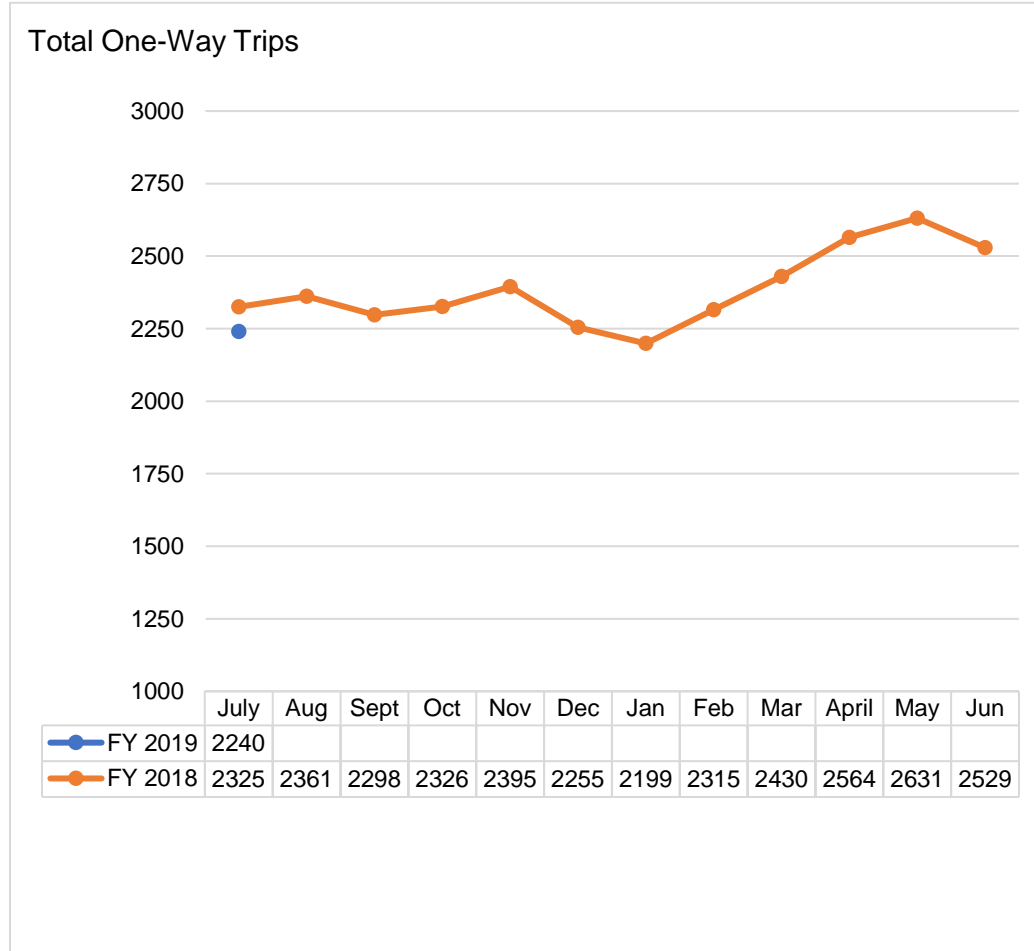


Berkshire Regional Transit Authority

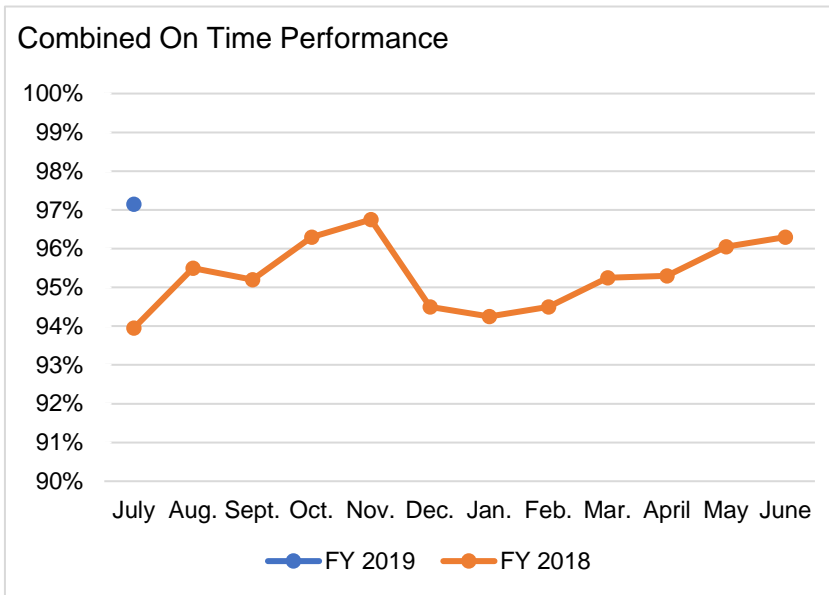
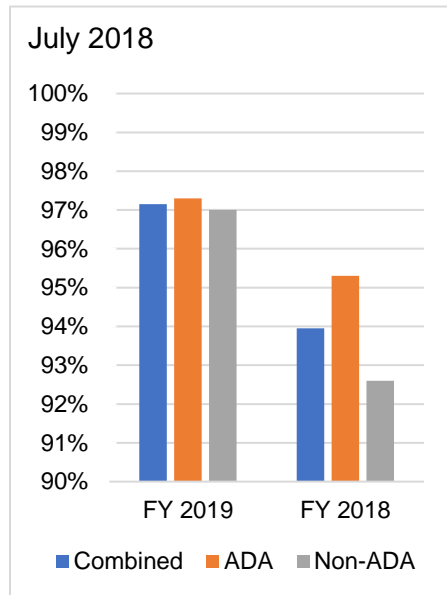
Paratransit Service Performance

July 2018

Ridership Trends by Category



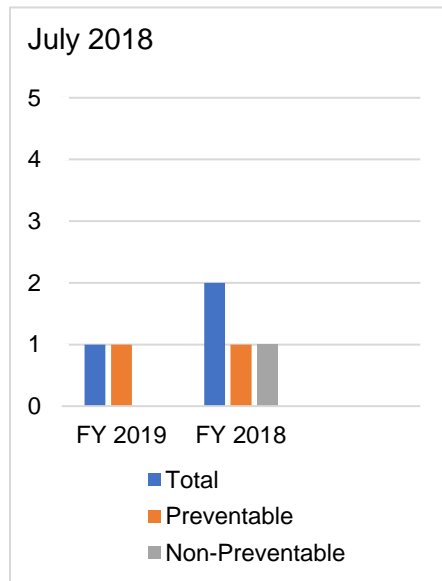
On Time Performance



Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.		4	
Sept.		0	
Oct.		0	
Nov.		2	
Dec.		2	
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	0	8	- 8

Accidents (Total)



Preventable Accidents

Month	FY 19	FY 18	Change
July	1	1	0
Aug.		2	
Sept.		1	
Oct.		0	
Nov.		1	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	1	6	-5

Passengers with Mobility Devices

