



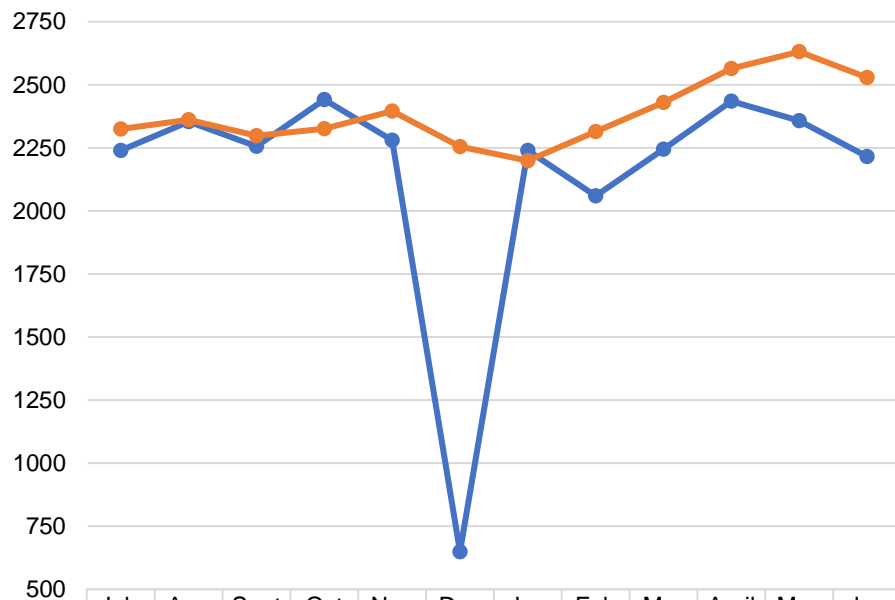
# Berkshire Regional Transit Authority

## Paratransit Service Performance

June 2019

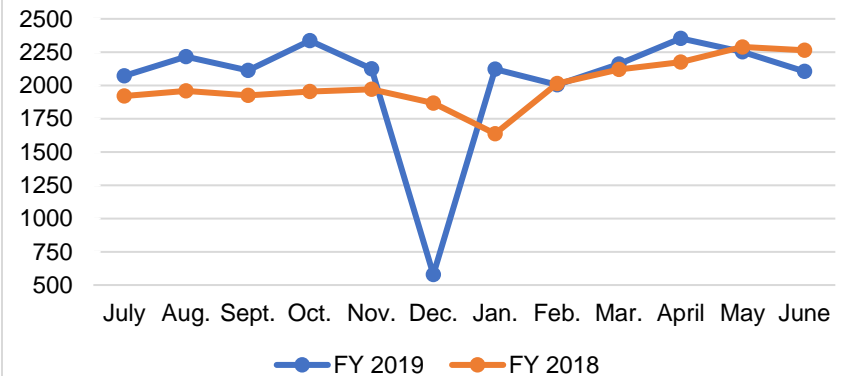
### Ridership Trends by Category \*

Total One-Way Trips

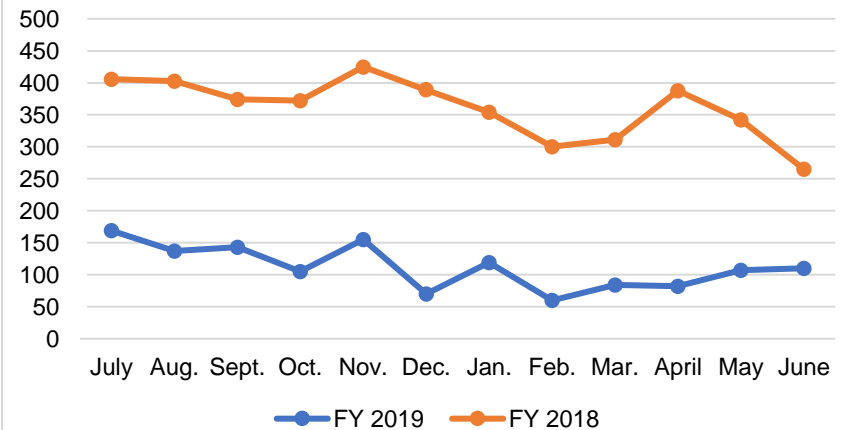


\*December 2018 included a work stoppage.

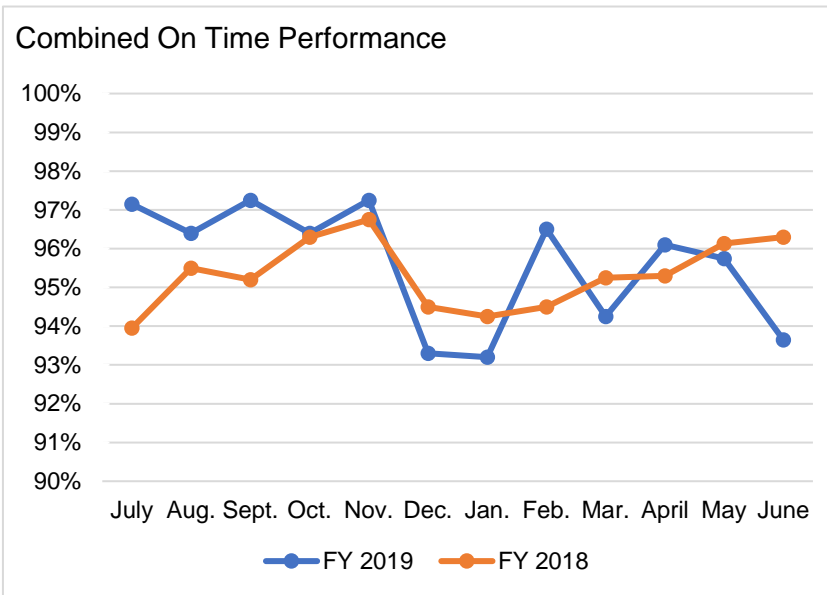
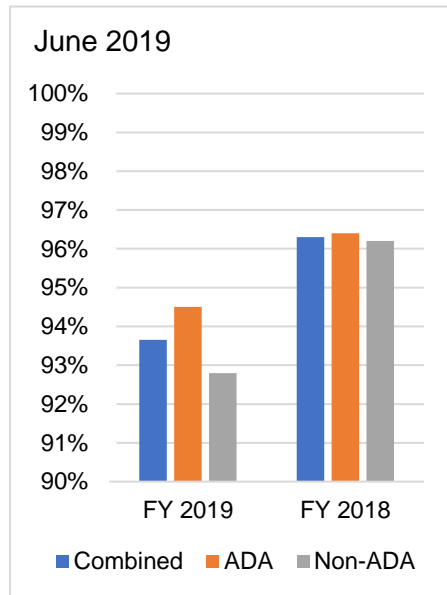
ADA One-Way Trips



Non-ADA One-Way Trips



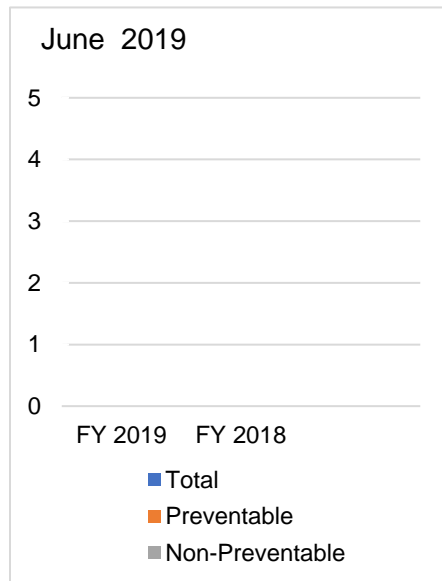
## On Time Performance



## Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.	0	0	0
Nov.	0	2	- 2
Dec.	0	2	- 2
Jan.	0	2	-2
Feb.	0	4	-4
Mar.	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0
<b>Total</b>	<b>0</b>	<b>14</b>	<b>- 14</b>

## Accidents (Total)



## Preventable Accidents

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

## Customers with Mobility Devices

