



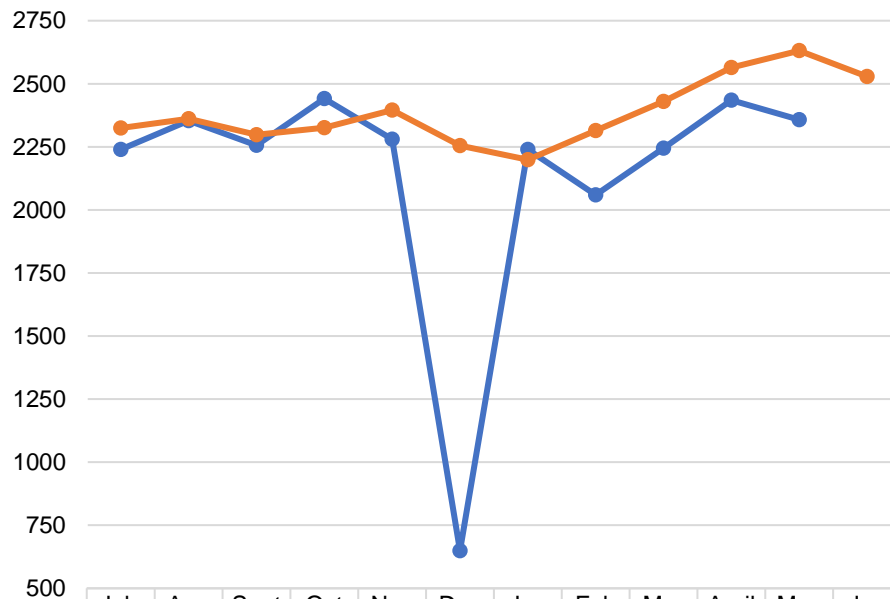
Berkshire Regional Transit Authority

Paratransit Service Performance

May 2019

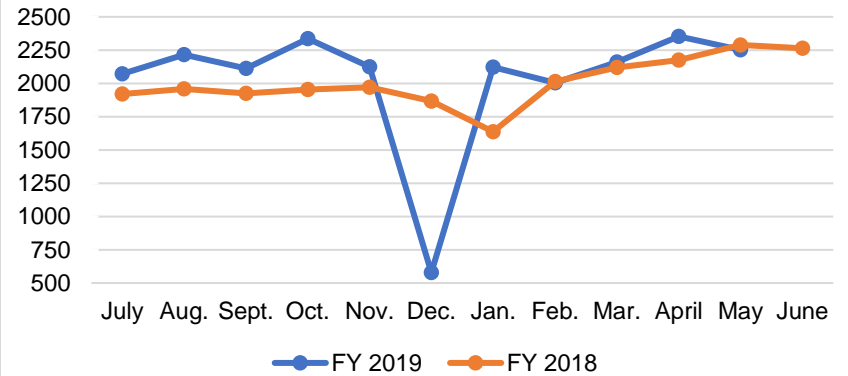
Ridership Trends by Category *

Total One-Way Trips

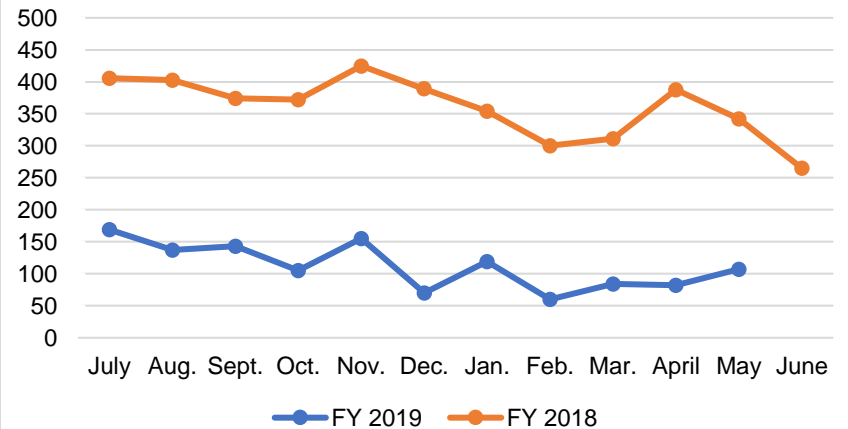


*December 2018 included a work stoppage.

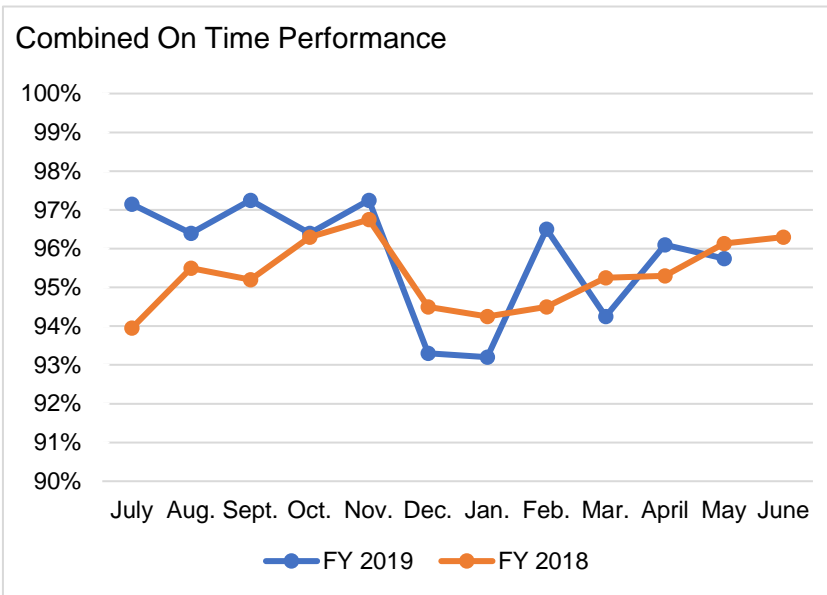
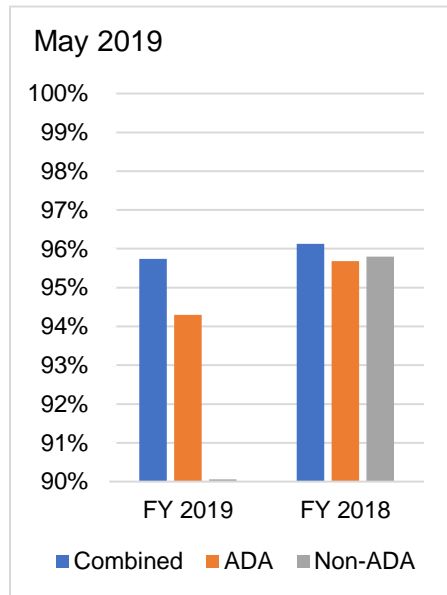
ADA One-Way Trips



Non-ADA One-Way Trips



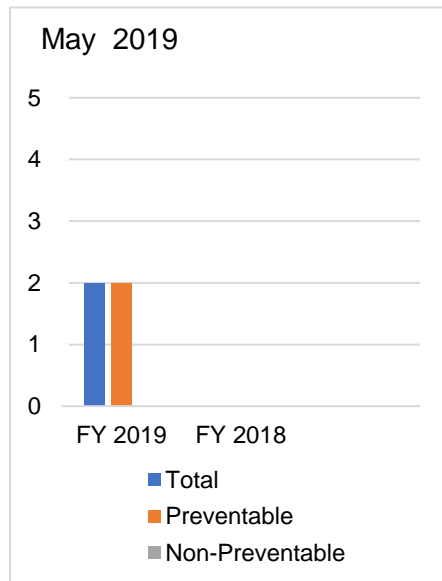
On Time Performance



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	-
Total	0	14	- 14

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.	1	0	1
Mar.	1	1	0
April	2	1	1
May	2	0	2
June	-	0	-
Total	9	8	+1

Customers with Mobility Devices

