



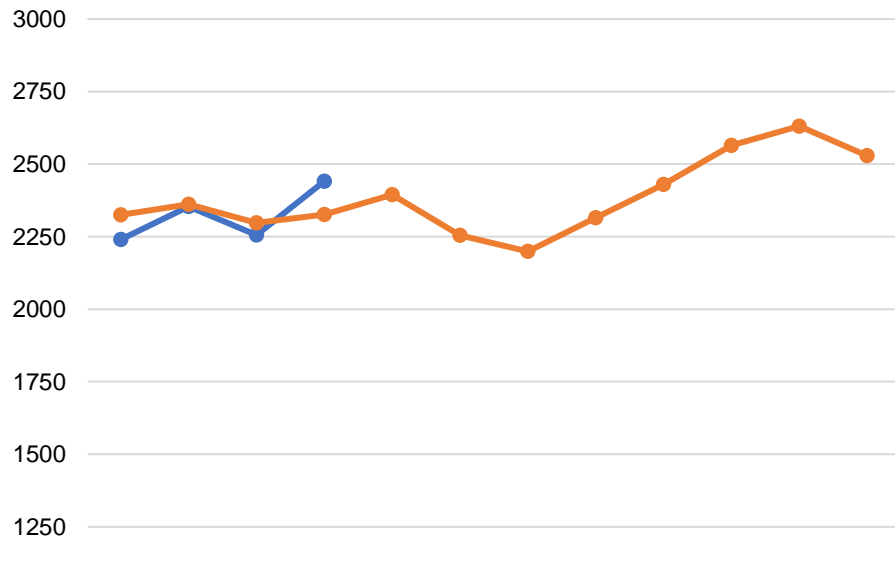
Berkshire Regional Transit Authority

Paratransit Service Performance

October 2018

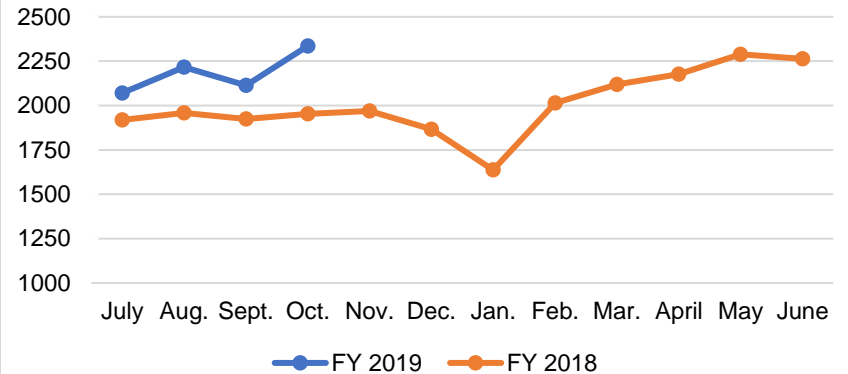
Ridership Trends by Category

Total One-Way Trips

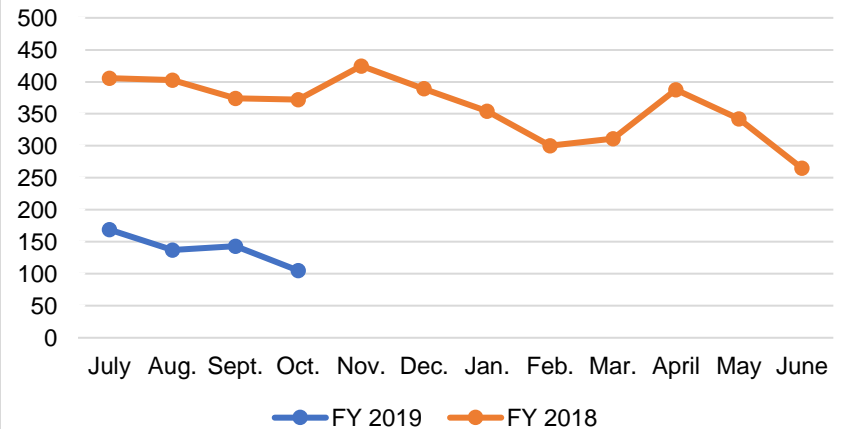


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
FY 2019	2240	2354	2256	2441								
FY 2018	2325	2361	2298	2326	2395	2255	2199	2315	2430	2564	2631	2529

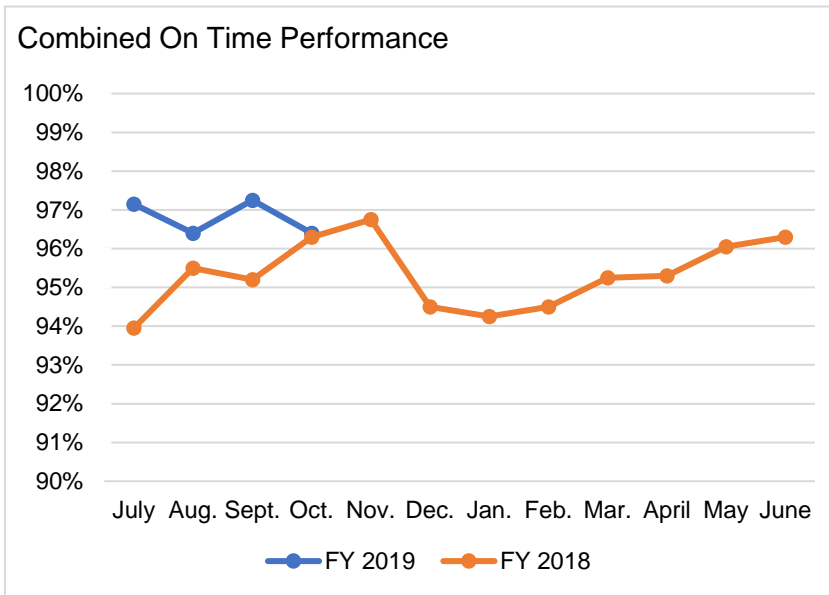
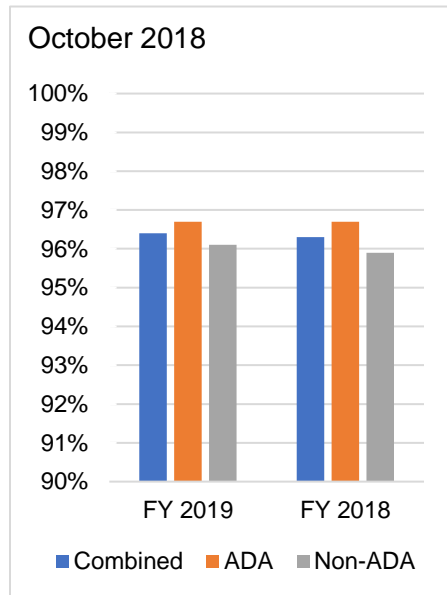
ADA One-Way Trips



Non-ADA One-Way Trips



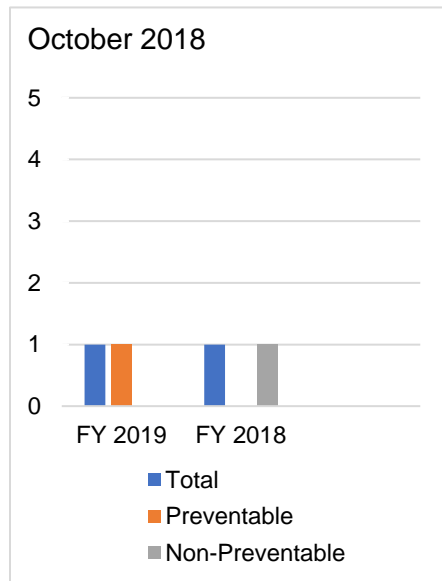
On Time Performance



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.		2	
Dec.		2	
Jan.		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.		1	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	3	6	-3

Passengers with Mobility Devices

