



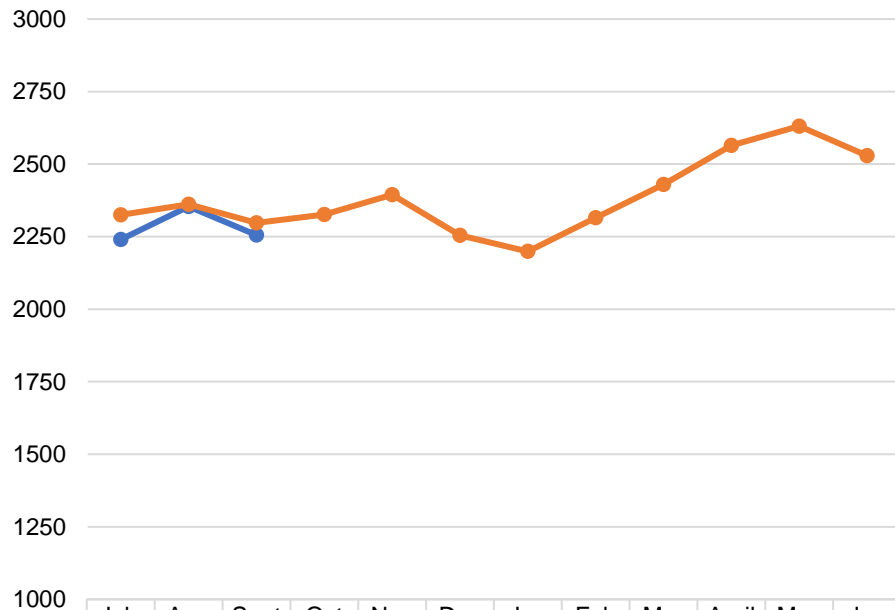
Berkshire Regional Transit Authority

Paratransit Service Performance

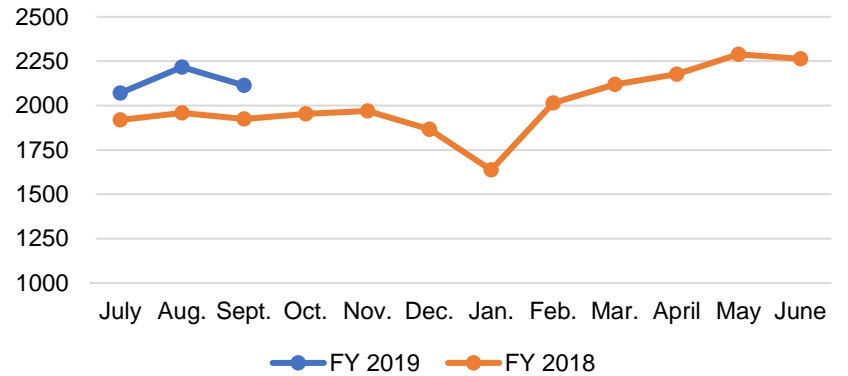
September 2018

Ridership Trends by Category

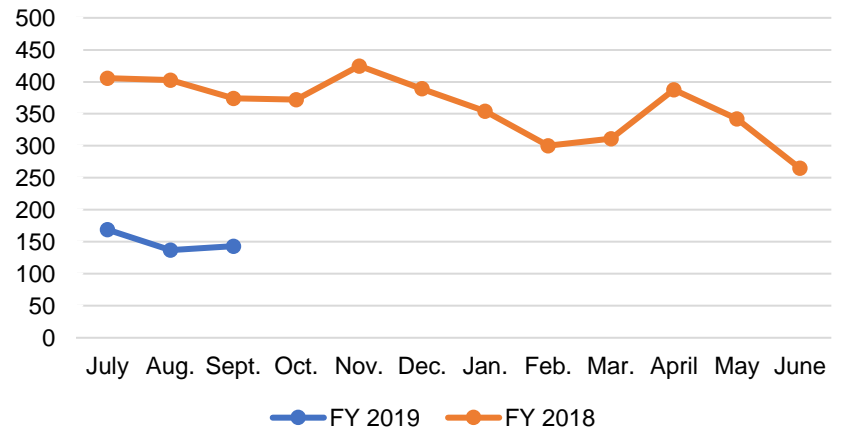
Total One-Way Trips



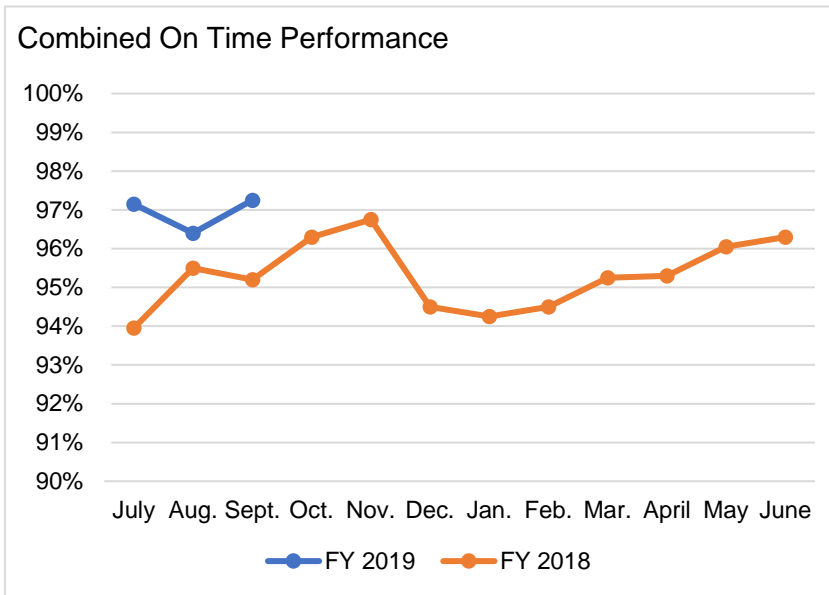
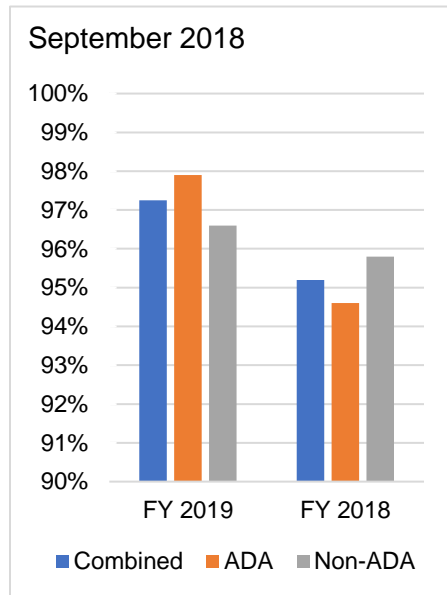
ADA One-Way Trips



Non-ADA One-Way Trips



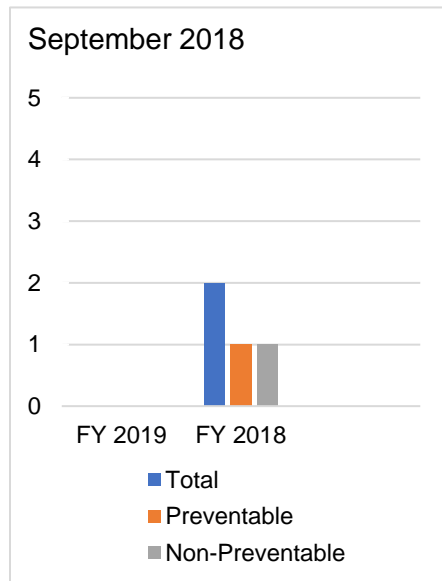
On Time Performance



Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.		0	
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.	1	2	-1
Sept.	0	1	-1
Oct.		0	
Nov.		1	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	2	6	-4

Passengers with Mobility Devices

