



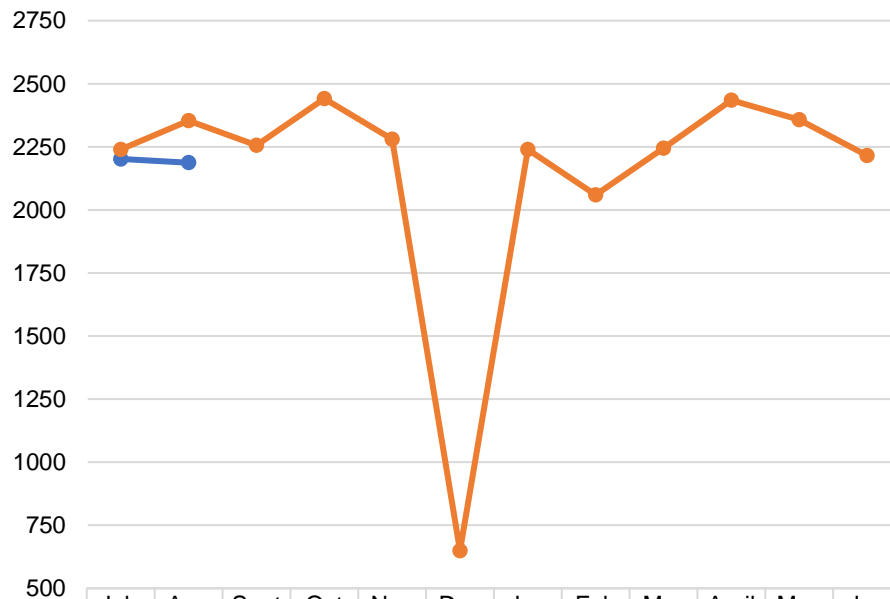
Berkshire Regional Transit Authority

Paratransit Service Performance

August 2019

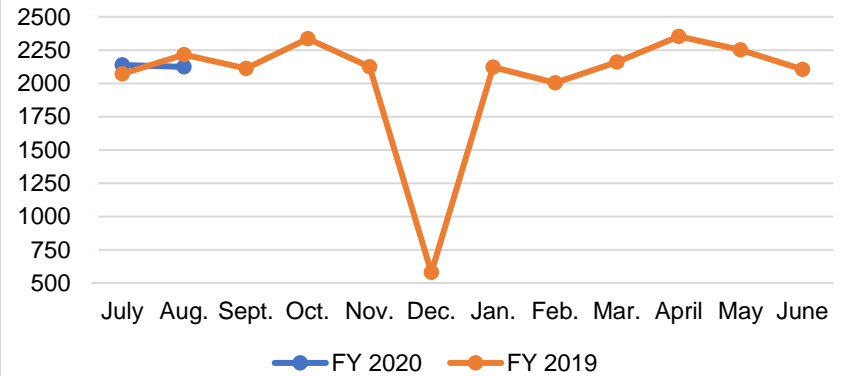
Ridership Trends by Category *

Total One-Way Trips

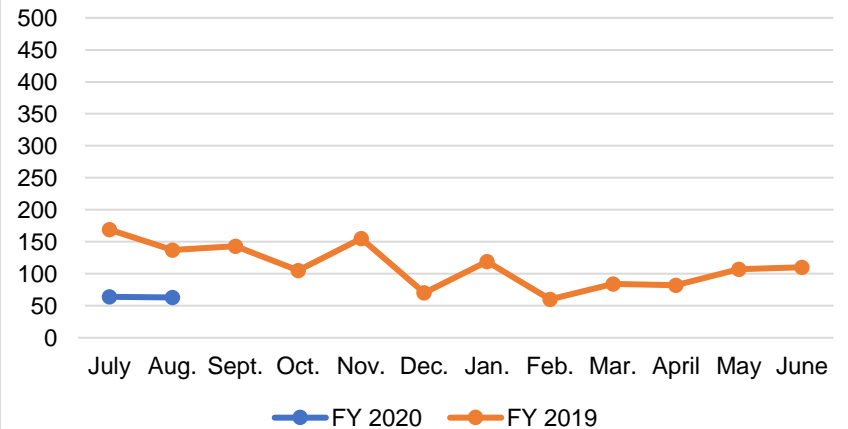


*December 2018 included a work stoppage.

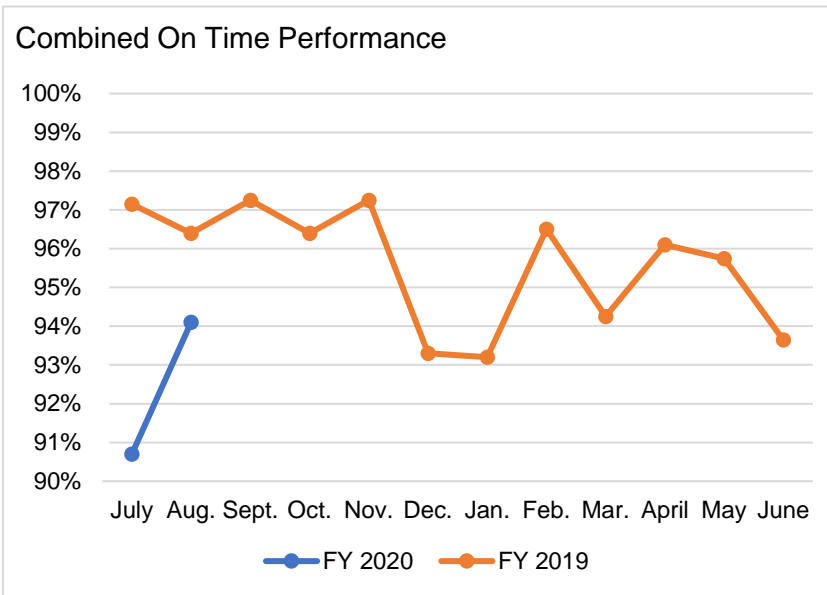
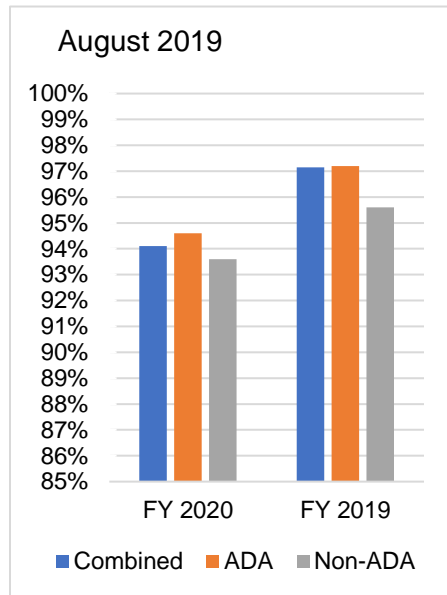
ADA One-Way Trips



Non-ADA One-Way Trips



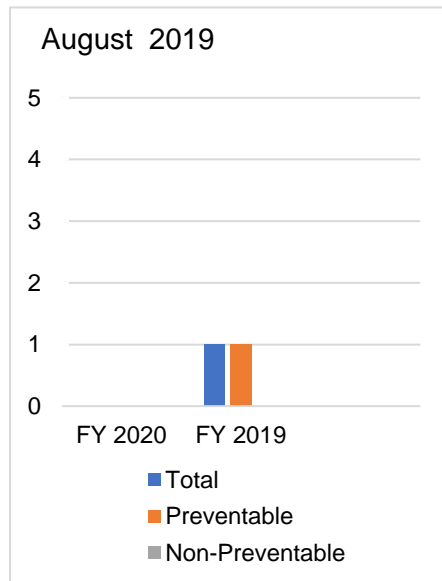
On Time Performance



Customer Complaints (Valid)

| Month | FY 20 | FY 19 | Change |
|--------------|----------|----------|----------|
| July | 3 | 0 | 3 |
| Aug. | 1 | 0 | 1 |
| Sept. | | 0 | |
| Oct. | | 0 | |
| Nov. | | 0 | |
| Dec. | | 0 | |
| Jan. | | 0 | |
| Feb. | | 0 | |
| Mar. | | 0 | |
| April | | 0 | |
| May | | 0 | |
| June | | 0 | |
| Total | 4 | 0 | 4 |

Accidents (Total)



Preventable Accidents

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

Customers with Mobility Devices

