

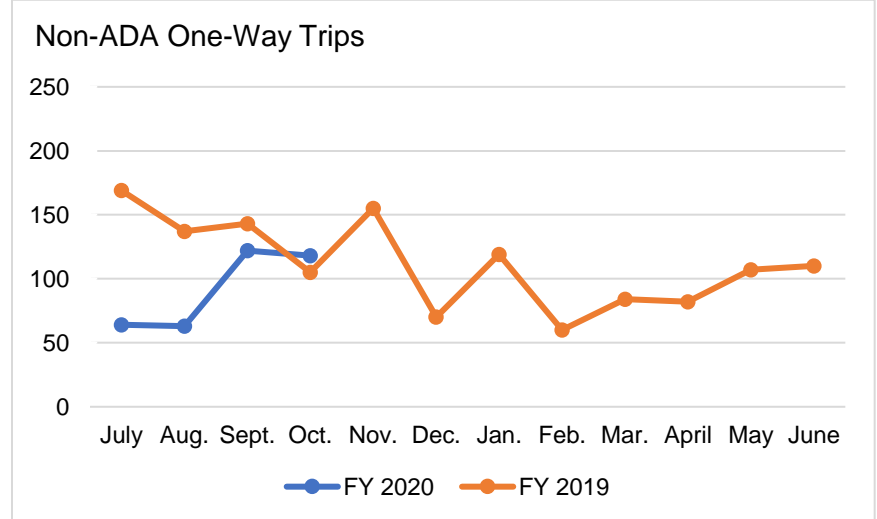
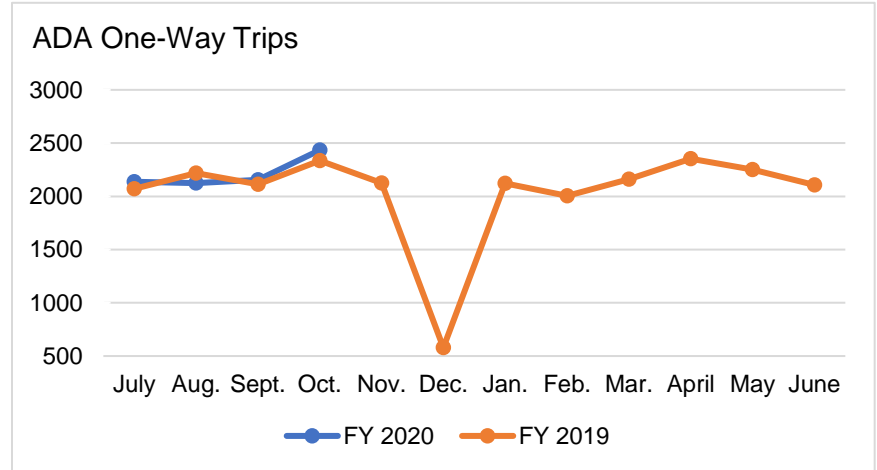
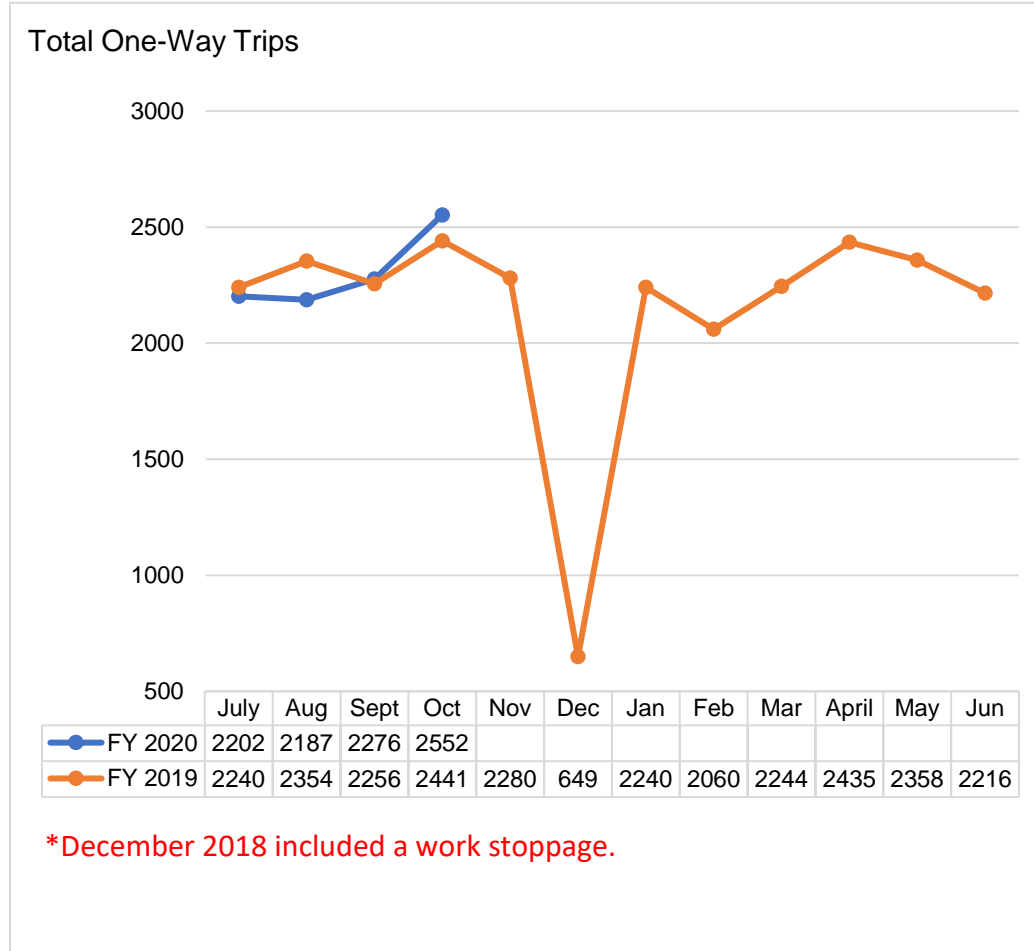


Berkshire Regional Transit Authority

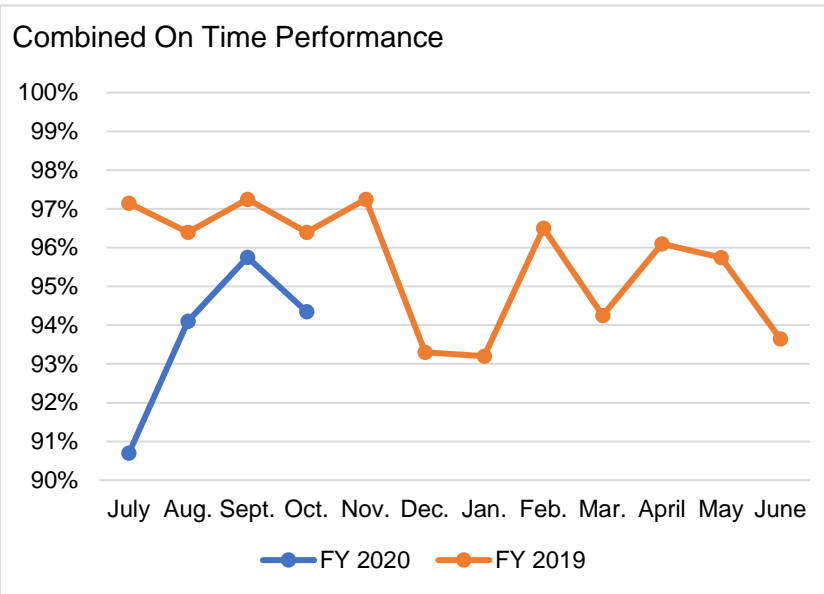
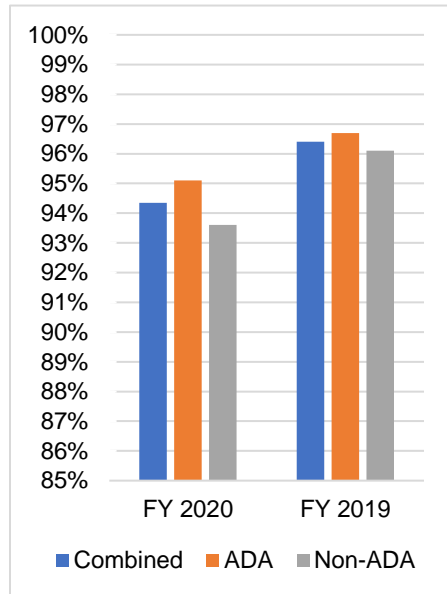
Paratransit Service Performance

October 2019

Ridership Trends by Category *



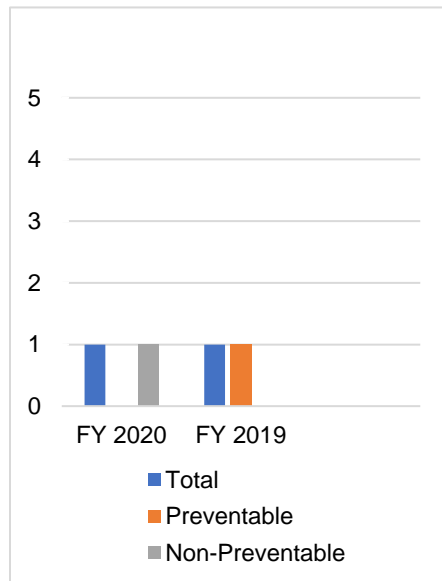
On Time Performance



Customer Complaints (Valid)

Month	FY 20	FY 19	Change
July	3	0	3
Aug.	1	0	1
Sept.	1	0	1
Oct.	2	0	2
Nov.		0	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	7	0	7

Accidents (Total)



Preventable Accidents

Month	FY 20	FY 19	Change
July	0	1	-1
Aug.	1	1	0
Sept.	1	0	1
Oct.	0	1	-1
Nov.		0	
Dec.		0	
Jan.		0	
Feb.		1	
Mar.		1	
April		2	
May		2	
June		0	
Total	2	9	-1

Customers with Mobility Devices

