



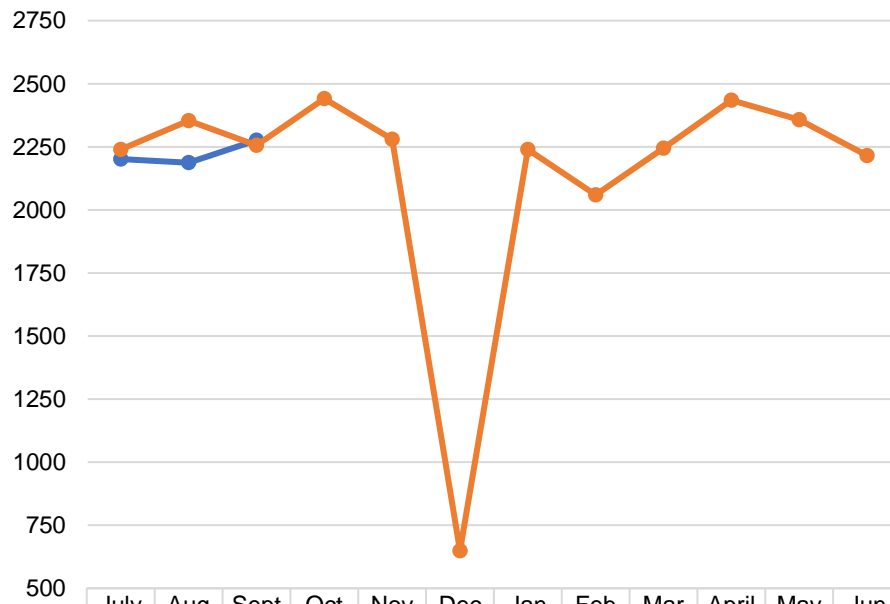
Berkshire Regional Transit Authority

Paratransit Service Performance

September 2019

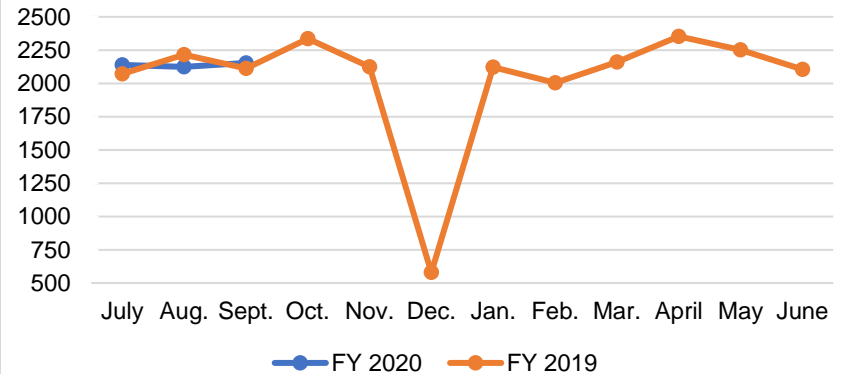
Ridership Trends by Category *

Total One-Way Trips

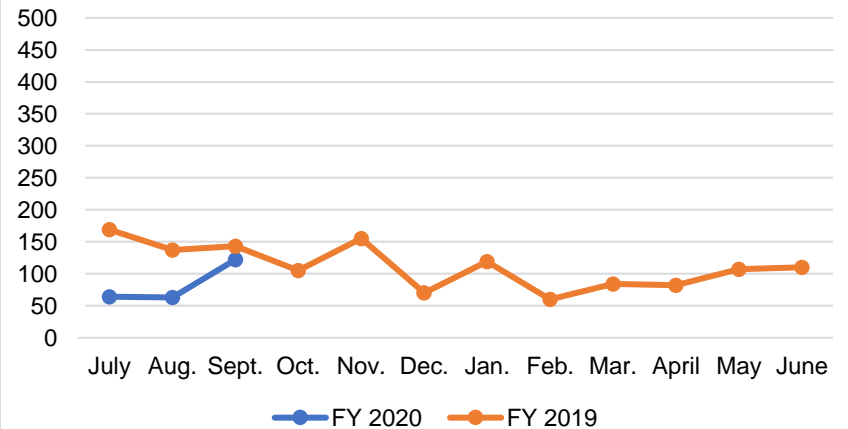


*December 2018 included a work stoppage.

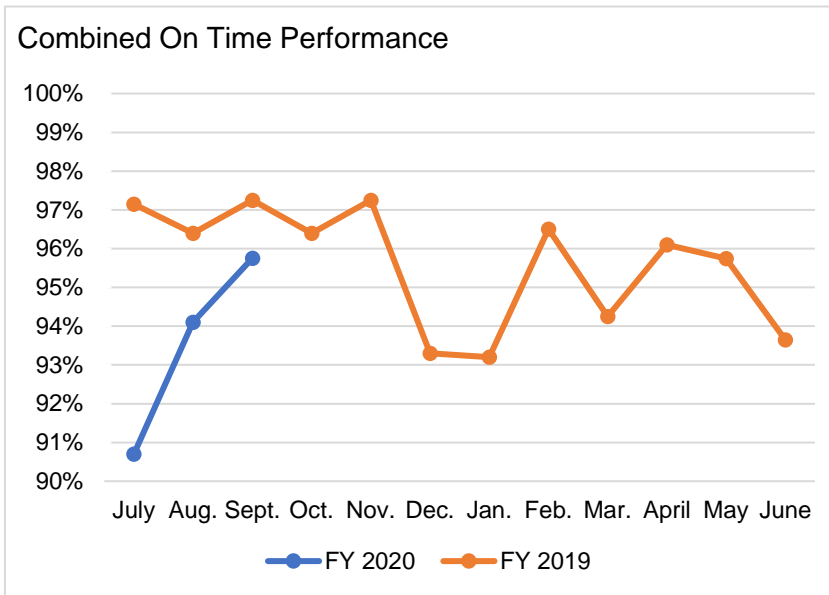
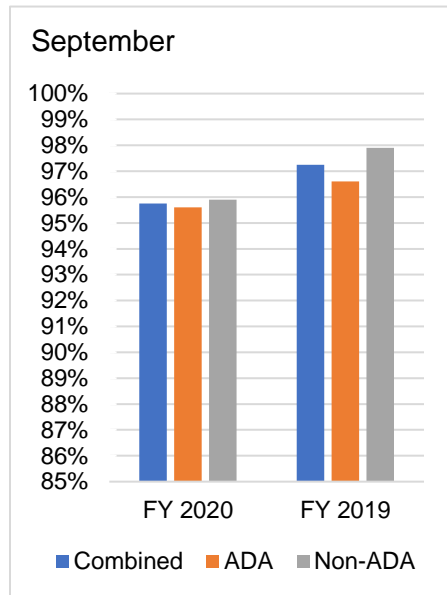
ADA One-Way Trips



Non-ADA One-Way Trips



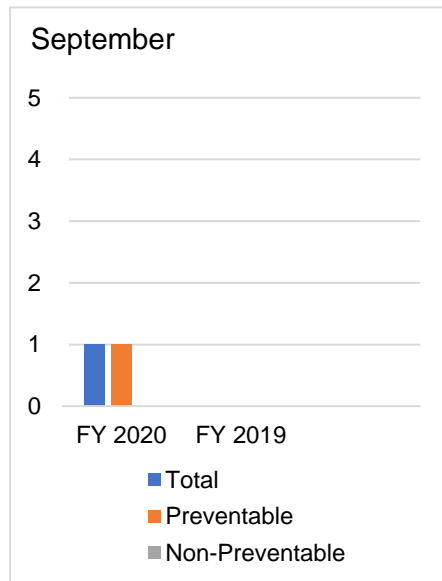
On Time Performance



Customer Complaints (Valid)

Month	FY 20	FY 19	Change
July	3	0	3
Aug.	1	0	1
Sept.	1	0	1
Oct.		0	
Nov.		0	
Dec.		0	
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	5	0	5

Accidents (Total)



Preventable Accidents

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

Customers with Mobility Devices

