



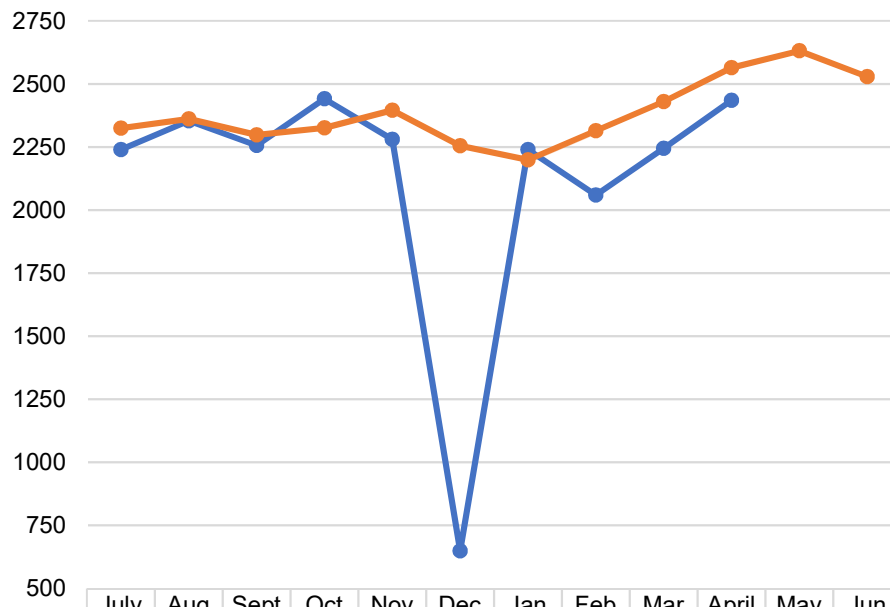
Berkshire Regional Transit Authority

Paratransit Service Performance

April 2019

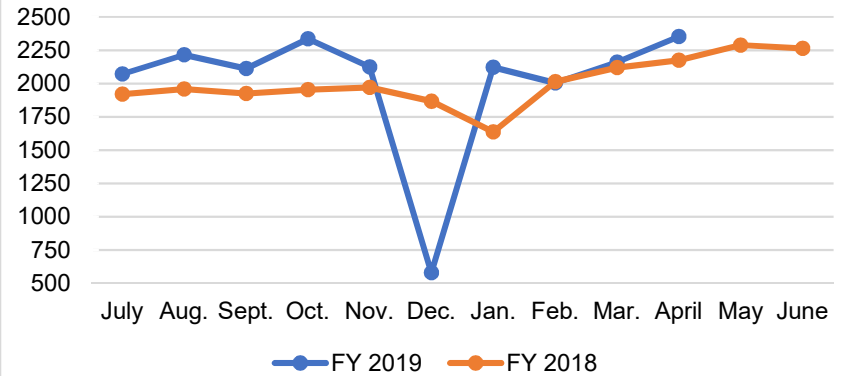
Ridership Trends by Category *

Total One-Way Trips

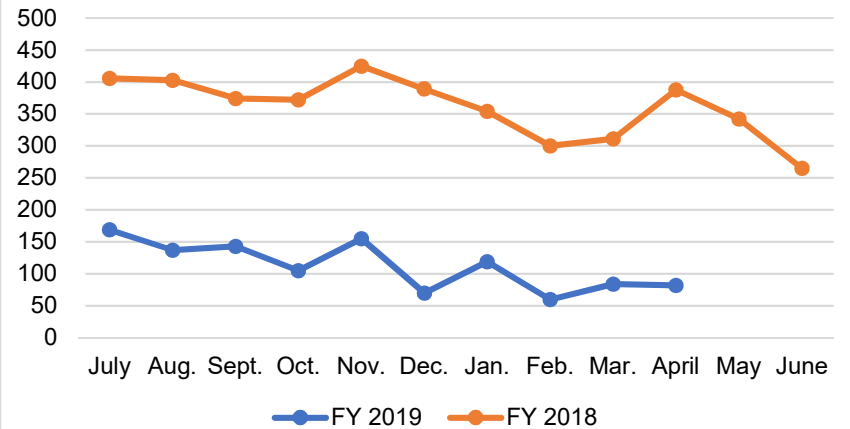


*December 2018 included a work stoppage.

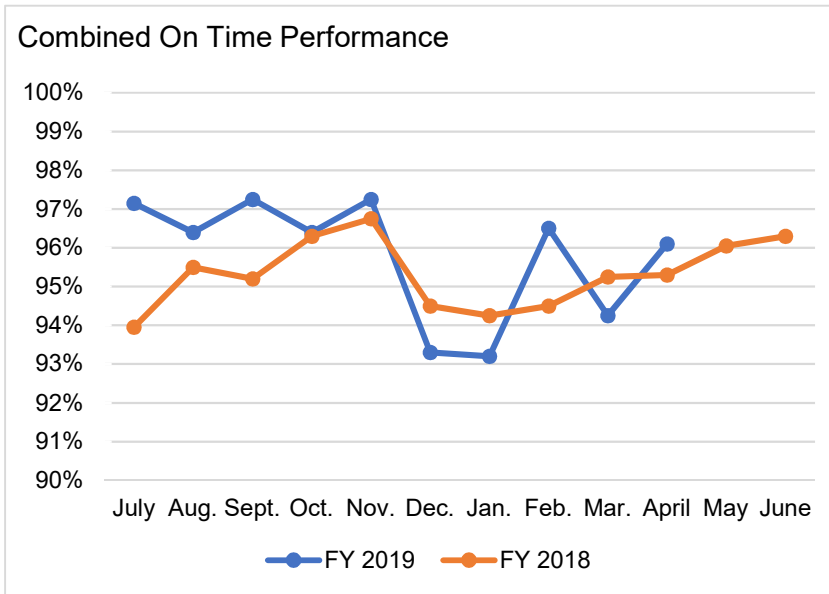
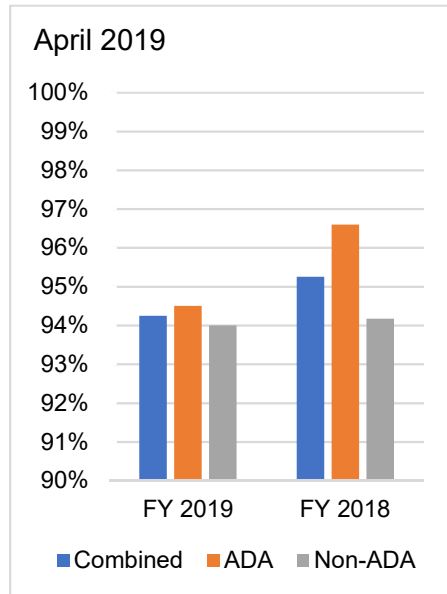
ADA One-Way Trips



Non-ADA One-Way Trips



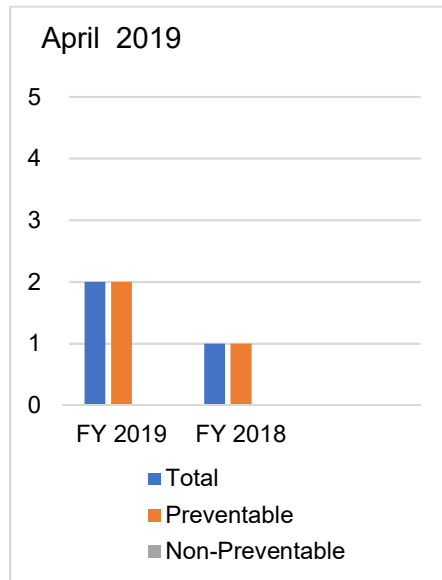
On Time Performance



Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.	0	0	- 1
Nov.	0	2	- 2
Dec.	0	2	- 2
Jan.	0	2	0
Feb.	0	4	0
Mar.	0	0	0
April	0	0	0
May		0	
June		0	
Total	0	14	- 14

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.	0	1	-1
Dec.	0	0	0
Jan.	0	1	-1
Feb.	1	0	1
Mar.	1	1	0
April	2	1	1
May		0	
June		0	
Total	5	8	- 2

Customers with Mobility Devices

