



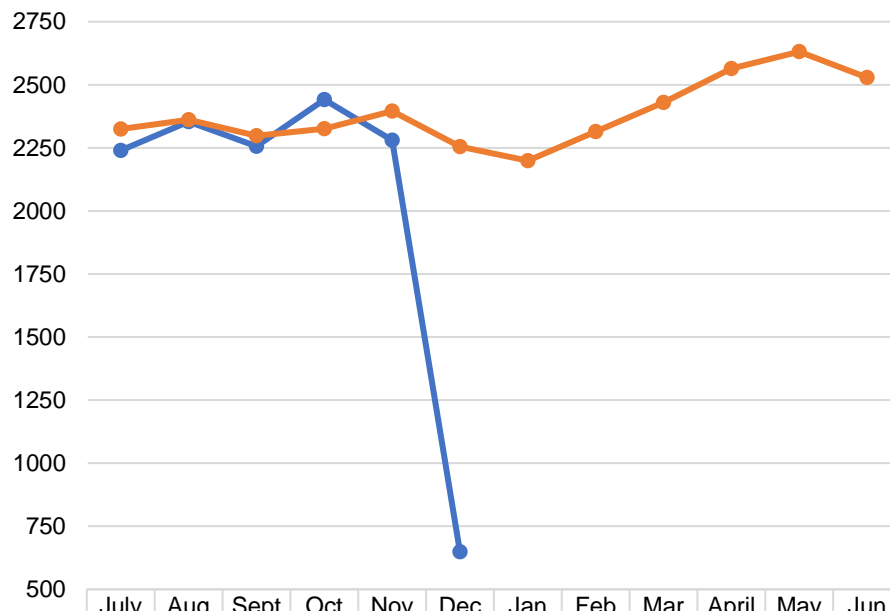
# Berkshire Regional Transit Authority

## Paratransit Service Performance

December 2018

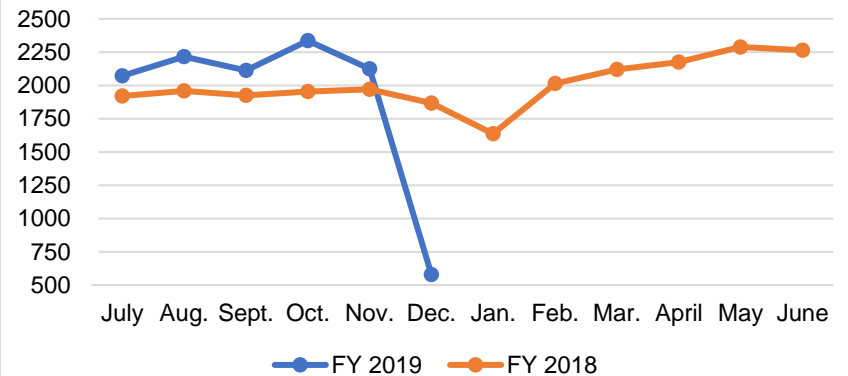
### Ridership Trends by Category

Total One-Way Trips

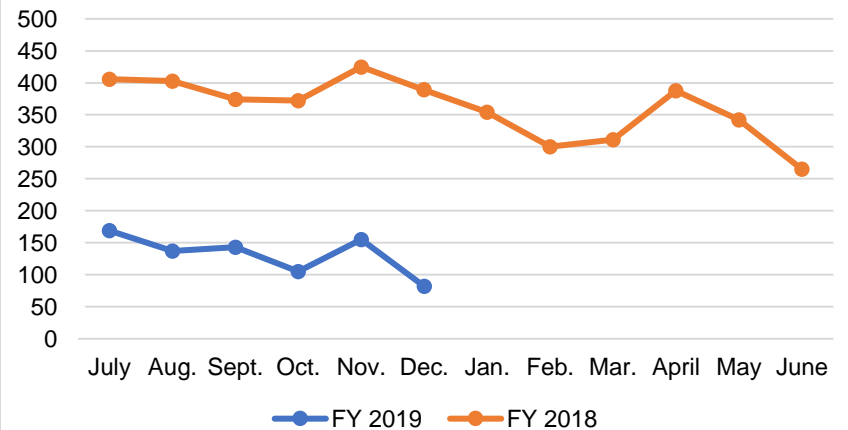


\*December 2018 included a work stoppage.

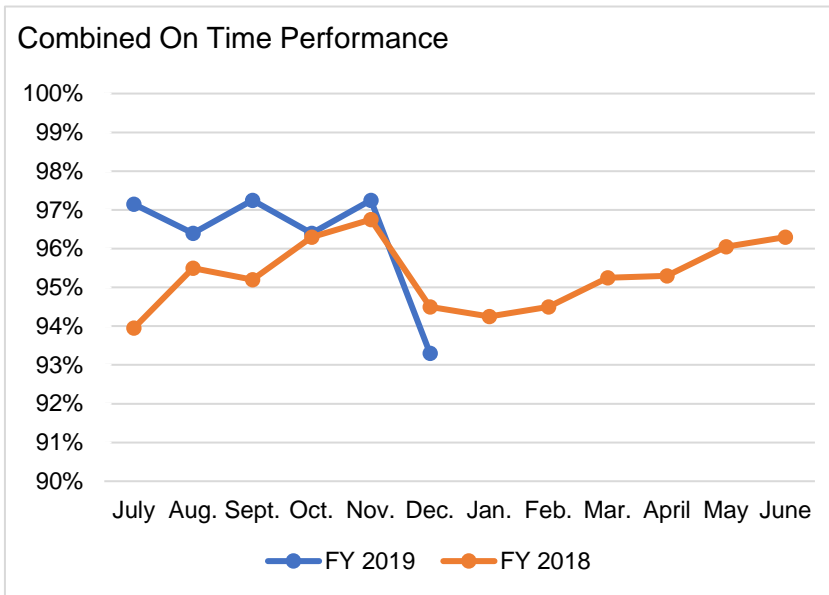
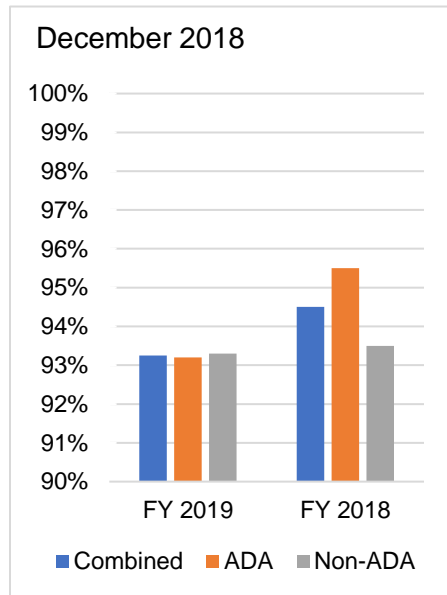
ADA One-Way Trips



Non-ADA One-Way Trips



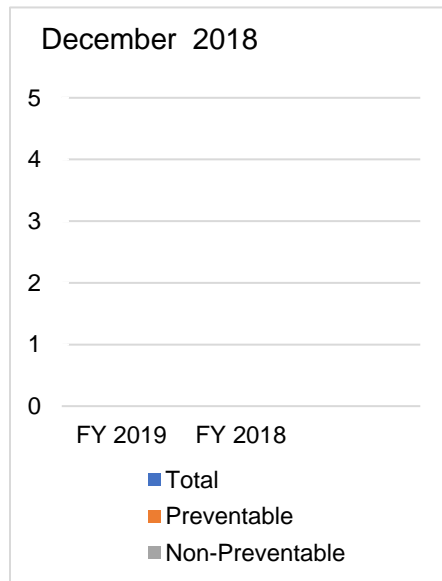
## On Time Performance



## Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.	0	1	- 1
Nov.	0	2	- 2
Dec.	0	2	- 2
Jan.	-	0	-
Feb.	-	0	-
Mar.	-	0	-
April	-	0	-
May	-	0	-
June	-	0	-
<b>Total</b>	<b>0</b>	<b>9</b>	<b>- 9</b>

## 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	-
Feb.	-	0	-
Mar.	-	0	-
April	-	1	-
May	-	0	-
June	-	0	-
<b>Total</b>	<b>3</b>	<b>6</b>	<b>-3</b>

## Customers with Mobility Devices

