



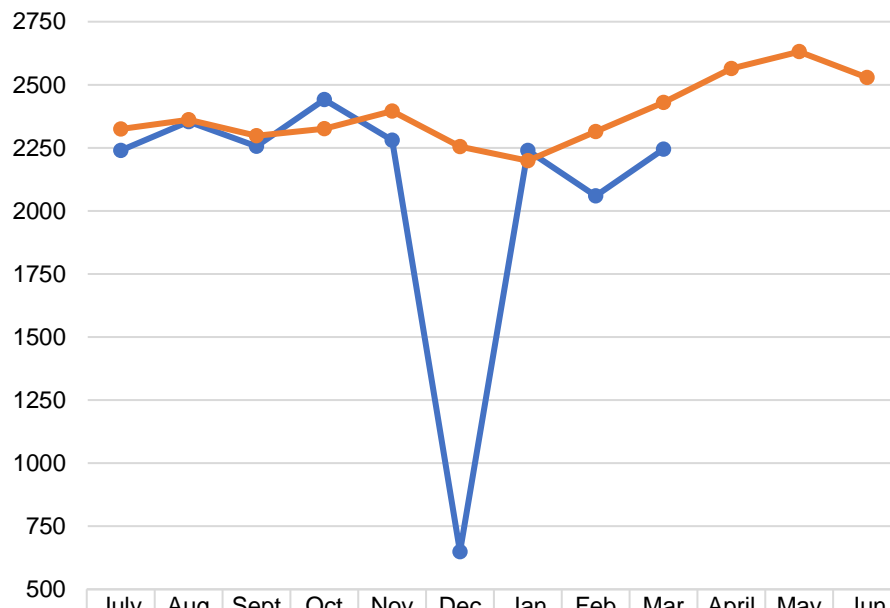
Berkshire Regional Transit Authority

Paratransit Service Performance

March 2019

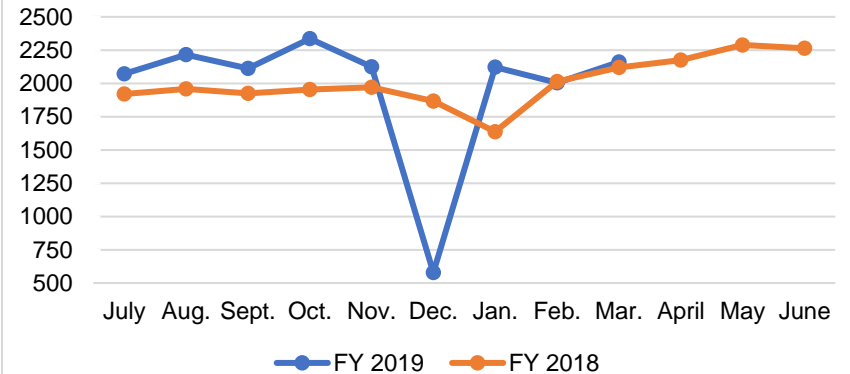
Ridership Trends by Category *

Total One-Way Trips

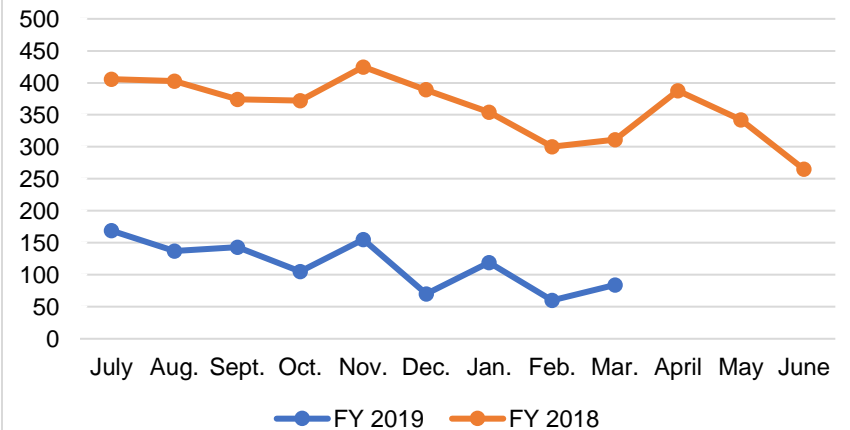


*December 2018 included a work stoppage.

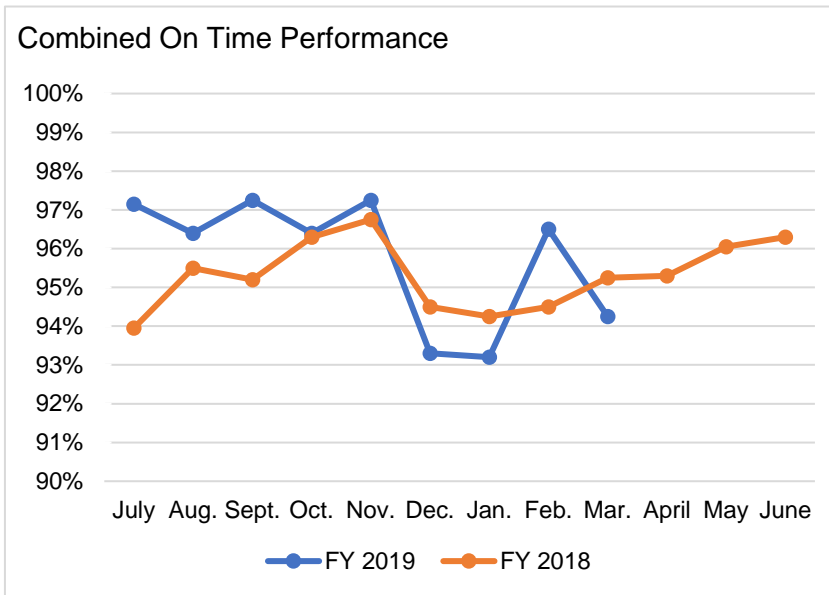
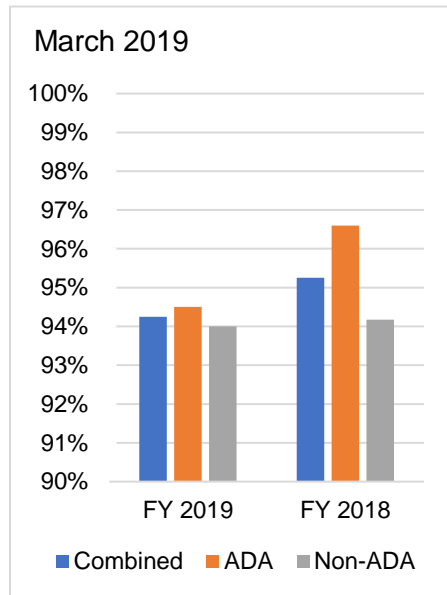
ADA One-Way Trips



Non-ADA One-Way Trips



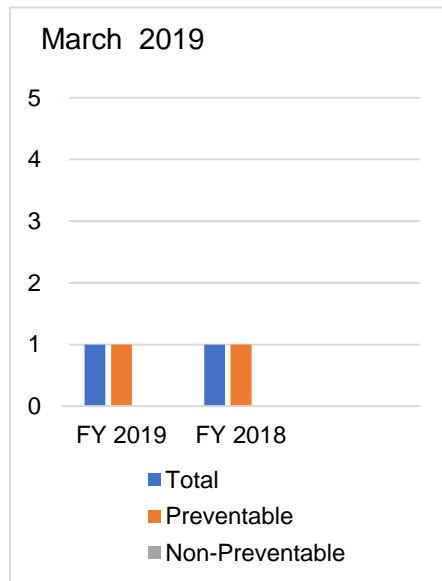
On Time Performance



Customer Complaints (Valid)

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

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 | | 1 | |
| May | | 0 | |
| June | | 0 | |
| Total | 5 | 8 | - 2 |

Customers with Mobility Devices

