



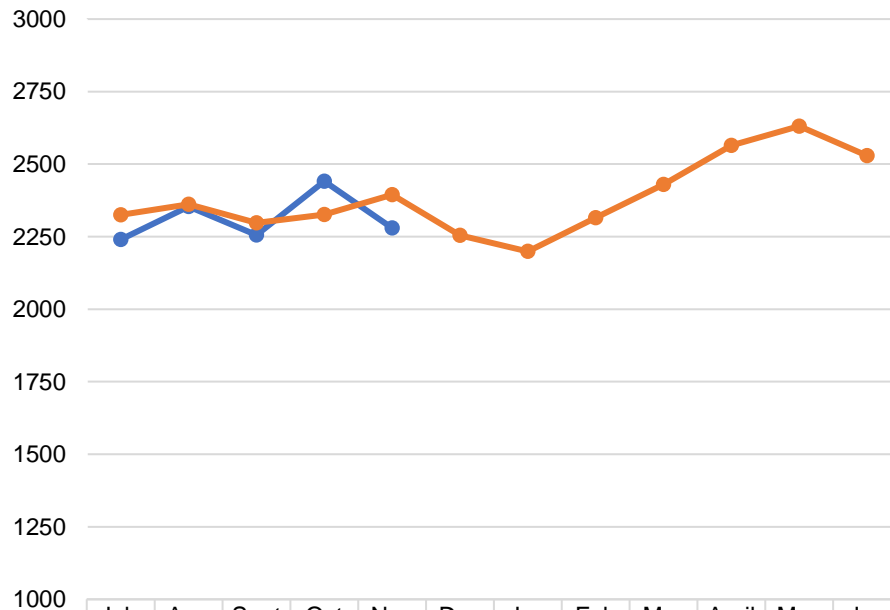
Berkshire Regional Transit Authority

Paratransit Service Performance

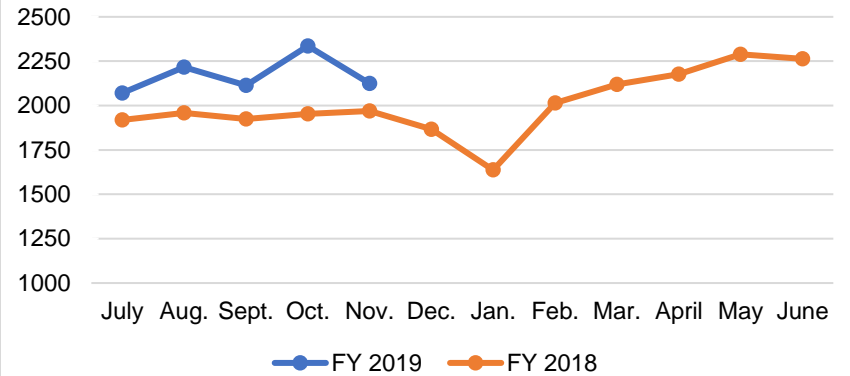
November 2018

Ridership Trends by Category

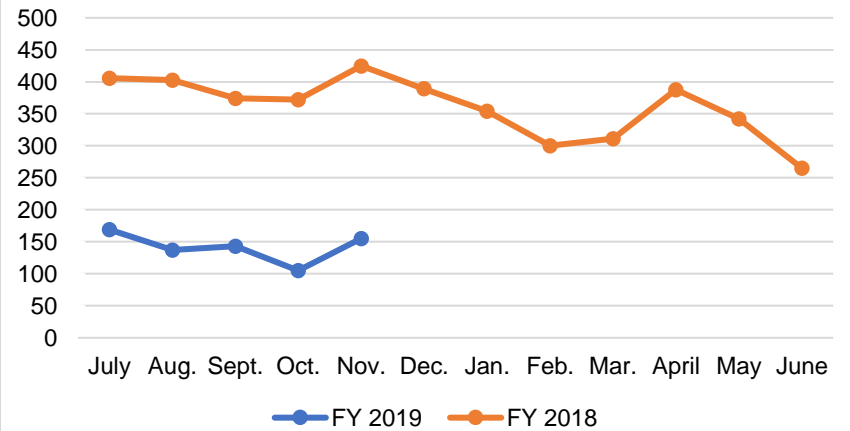
Total One-Way Trips



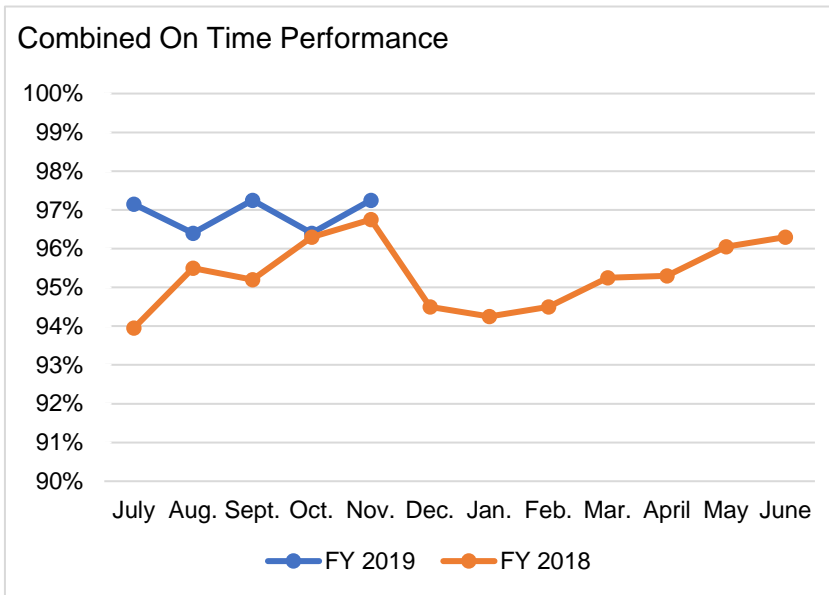
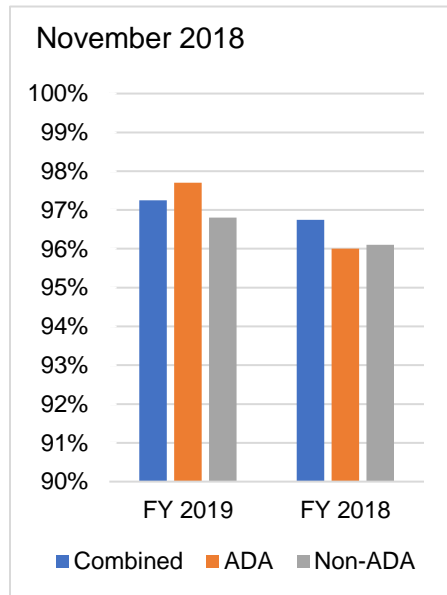
ADA One-Way Trips



Non-ADA One-Way Trips



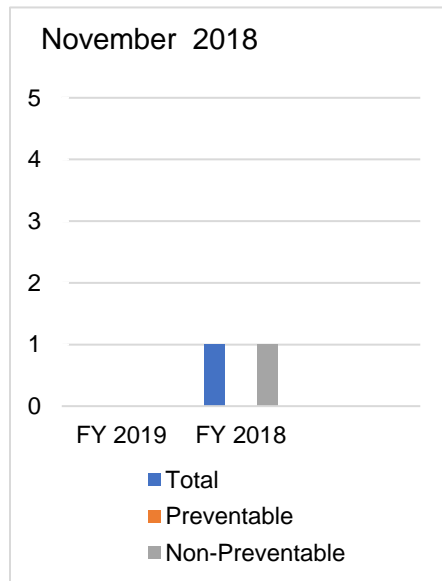
On Time Performance



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.		2	
Jan.		0	
Feb.		0	
Mar.		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	
Jan.		0	
Feb.		0	
Mar.		0	
April		1	
May		0	
June		0	
Total	3	6	-3

Passengers with Mobility Devices

