

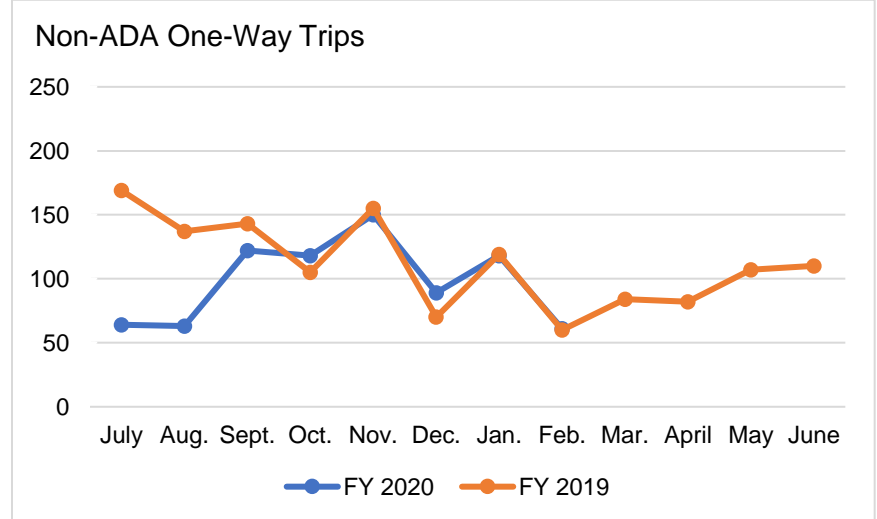
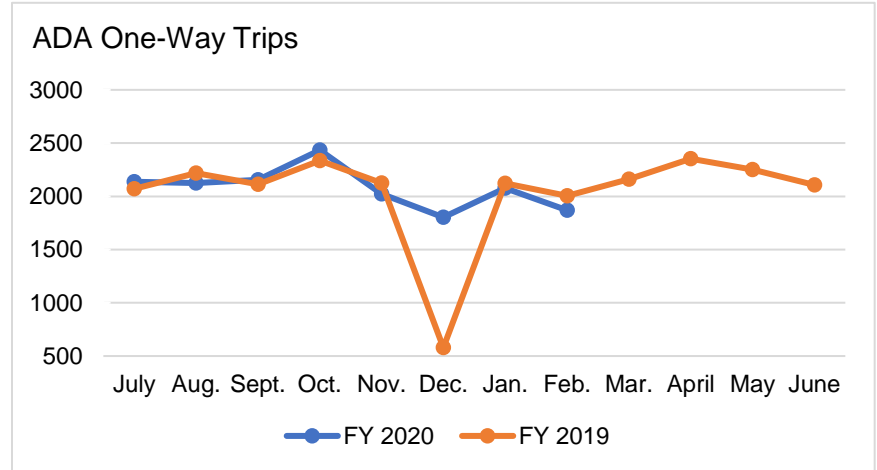
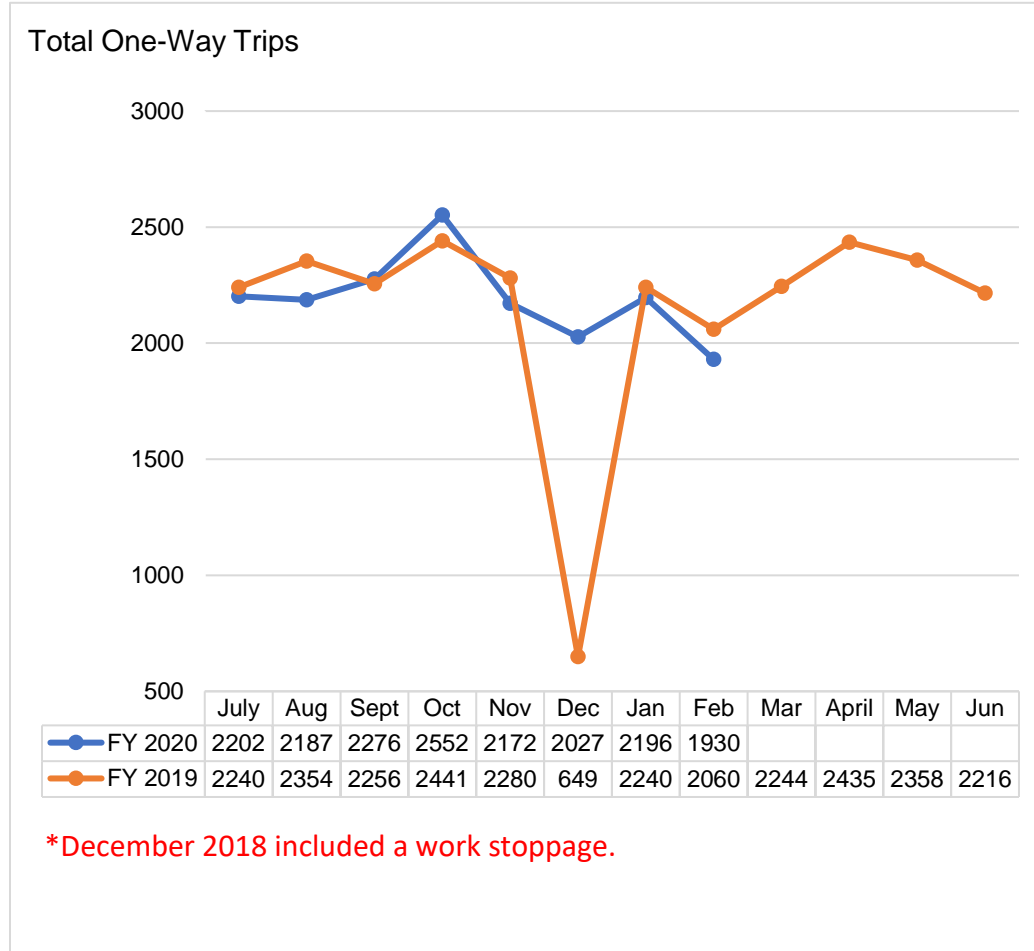


Berkshire Regional Transit Authority

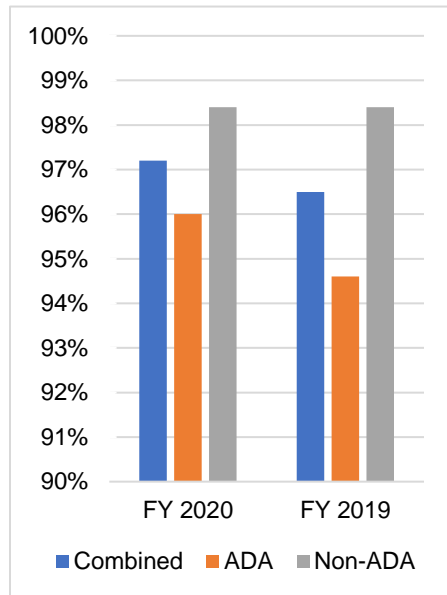
Paratransit Service Performance

February 2020

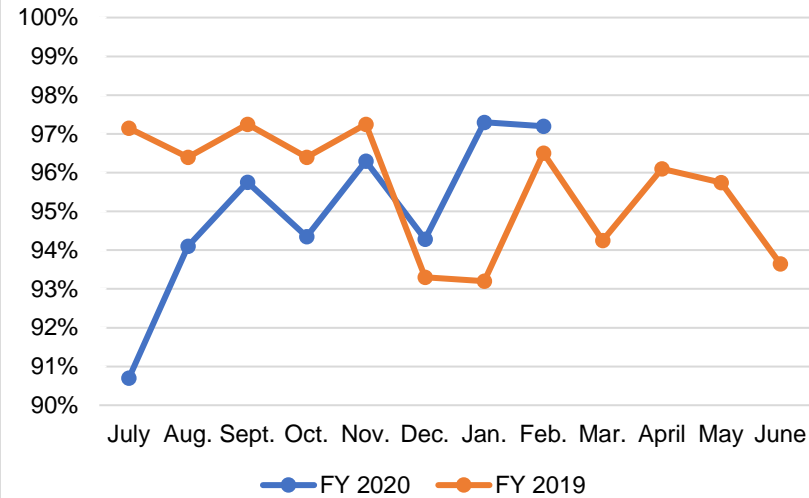
Ridership Trends by Category *



On Time Performance



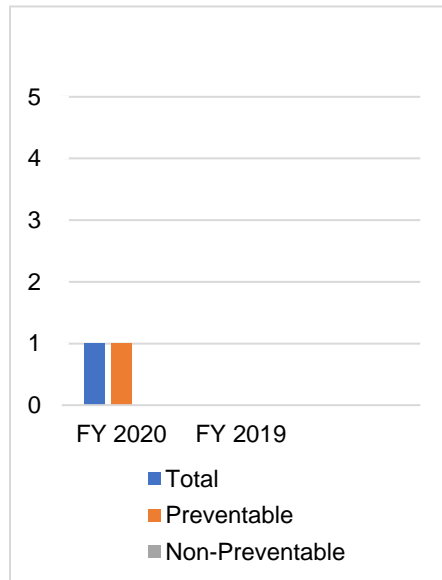
Combined On Time Performance



Customer Complaints (Valid)

Month	FY 20	FY 19
July	3	0
Aug.	1	0
Sept.	1	0
Oct.	2	0
Nov.	0	0
Dec.	0	0
Jan.	0	0
Feb.	2	0
Mar.		0
April		0
May		0
June		0
Total	9	0

Accidents (Total)



Preventable Accidents

Month	FY 20	FY 19
July	0	1
Aug.	1	1
Sept.	1	0
Oct.	0	1
Nov.	0	0
Dec.	4	0
Jan.	1	0
Feb.	1	1
Mar.		1
April		2
May		2
June		0
Total	8	9

Customers with Mobility Devices

