

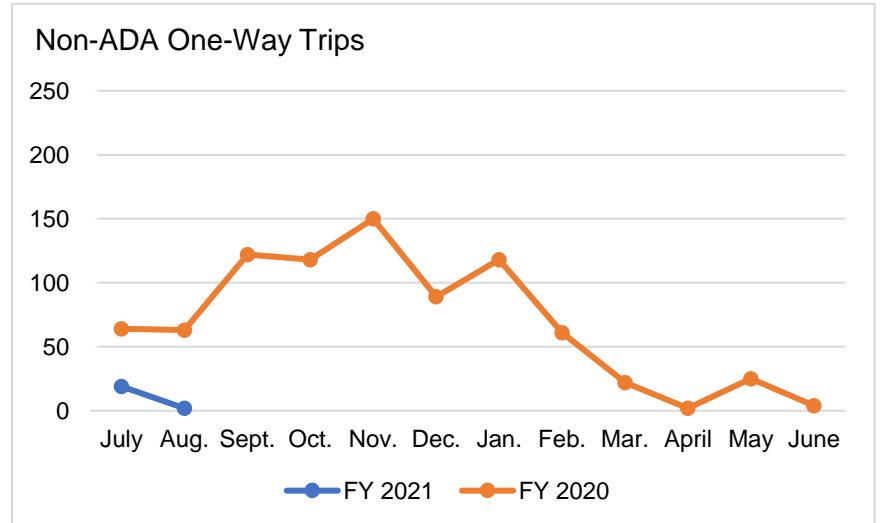
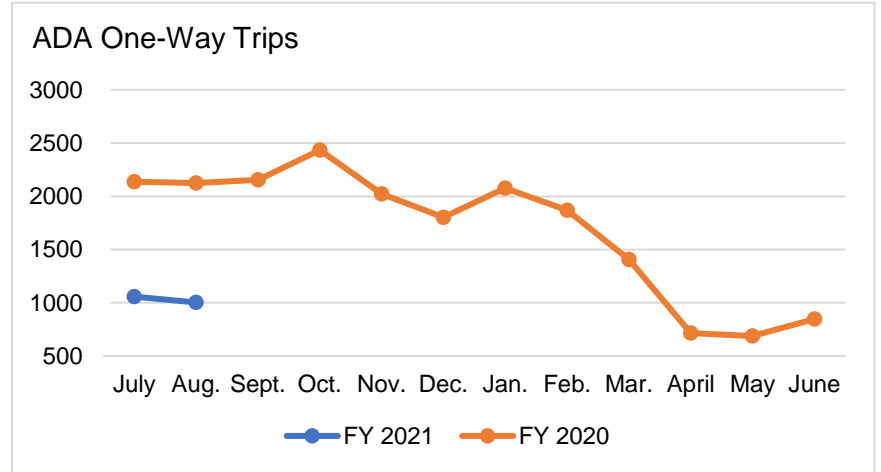
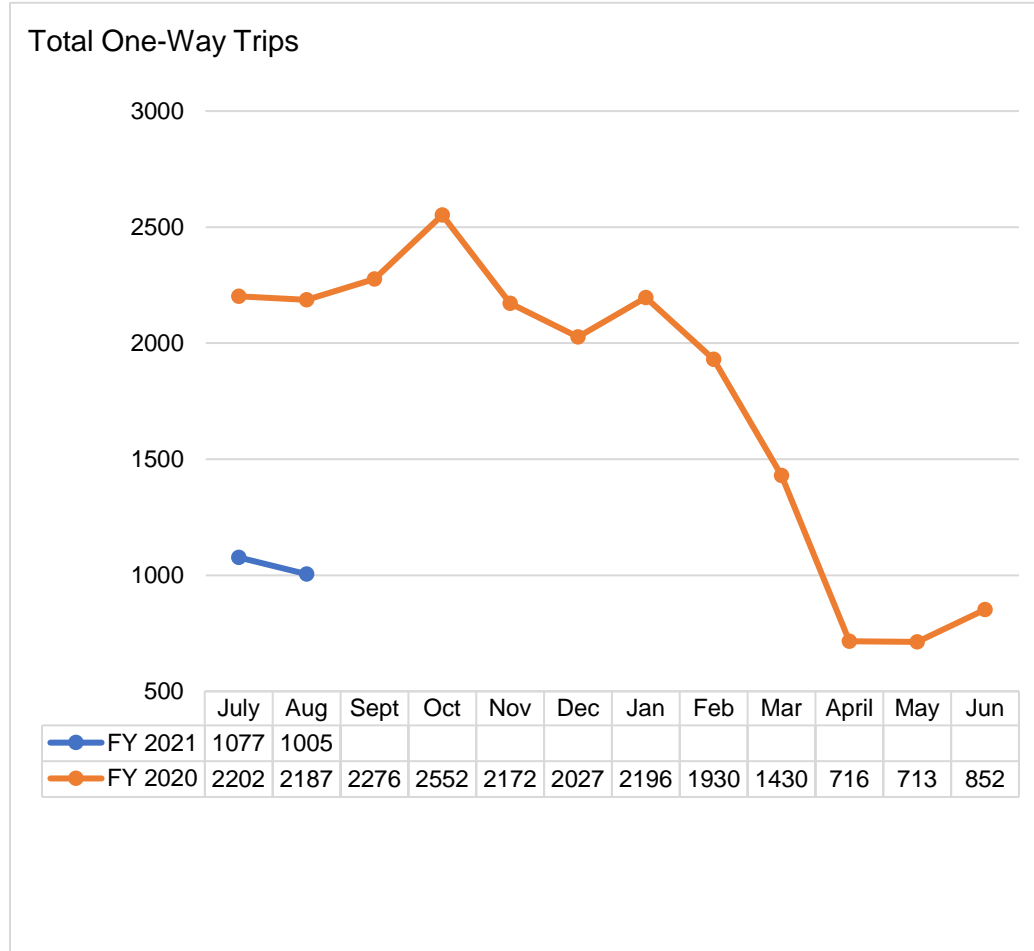


Berkshire Regional Transit Authority

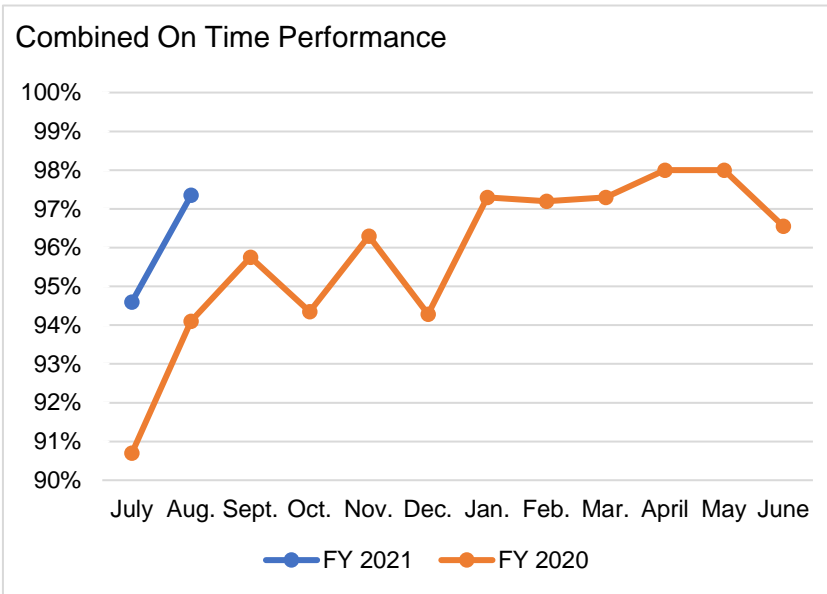
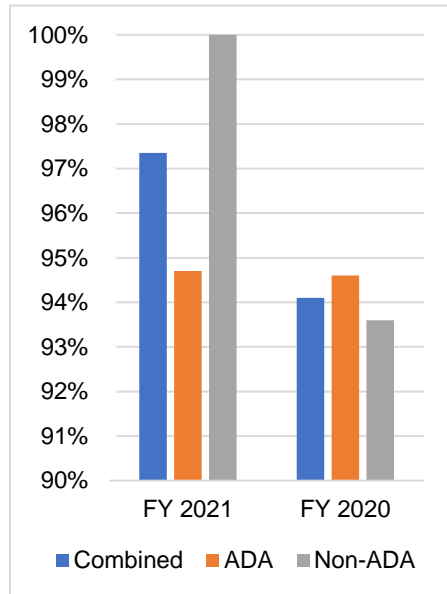
Paratransit Service Performance

August 2020

Ridership Trends by Category



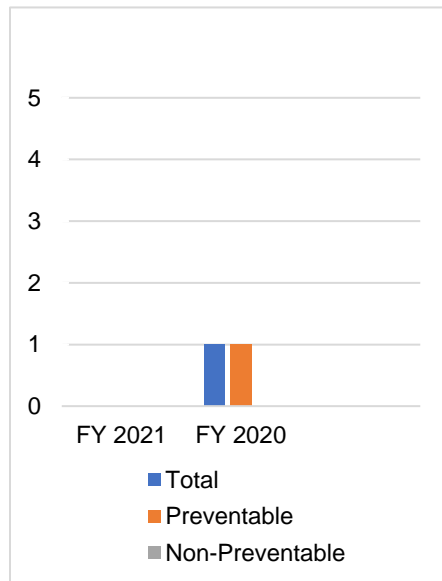
On Time Performance



Customer Complaints (Valid)

Month	FY 21	FY 20
July	0	3
Aug.	0	0
Sept.		1
Oct.		0
Nov.		0
Dec.		0
Jan.		0
Feb.		1
Mar.		1
April		0
May		0
June		0
Total	0	6

Accidents (Total)



Preventable Accidents

Month	FY 21	FY 20
July	0	0
Aug.		1
Sept.		1
Oct.		0
Nov.		0
Dec.		4
Jan.		1
Feb.		1
Mar.		0
April		0
May		0
June		0
Total	8	8

Customers with Mobility Devices

