

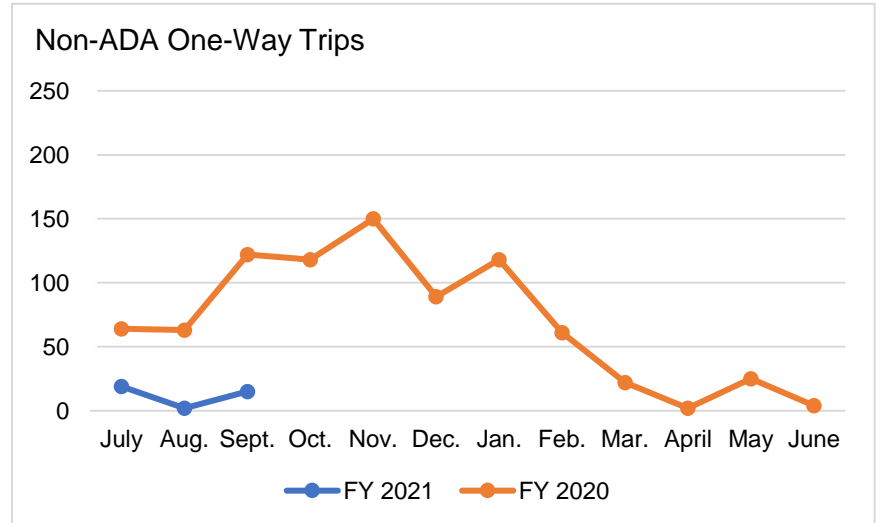
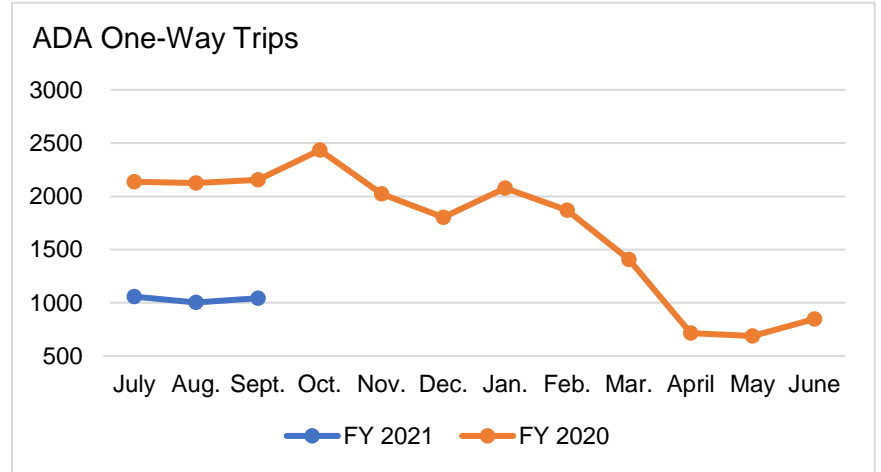
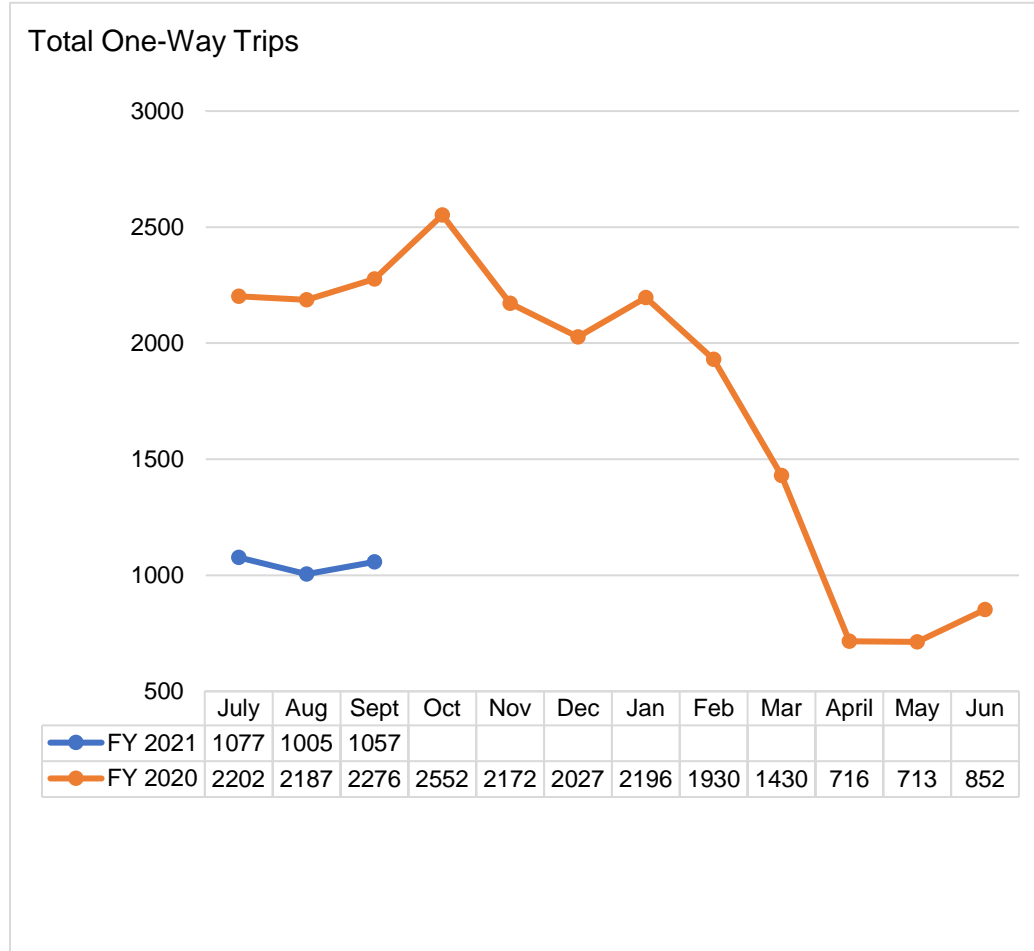


# Berkshire Regional Transit Authority

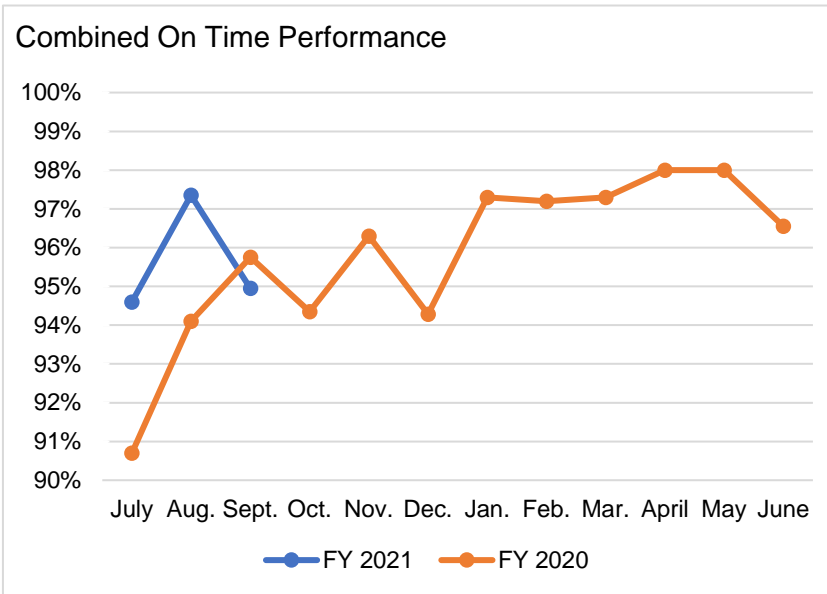
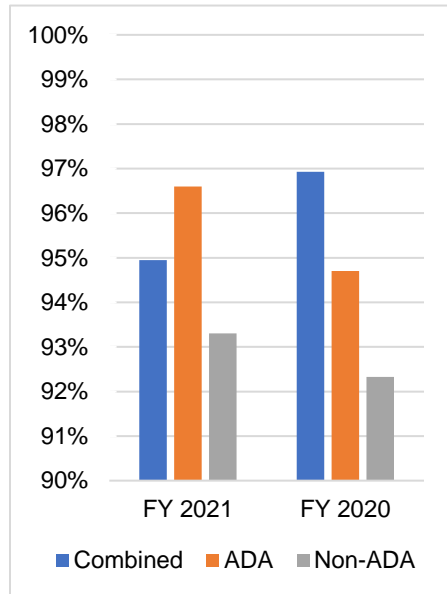
## Paratransit Service Performance

September 2020

### Ridership Trends by Category



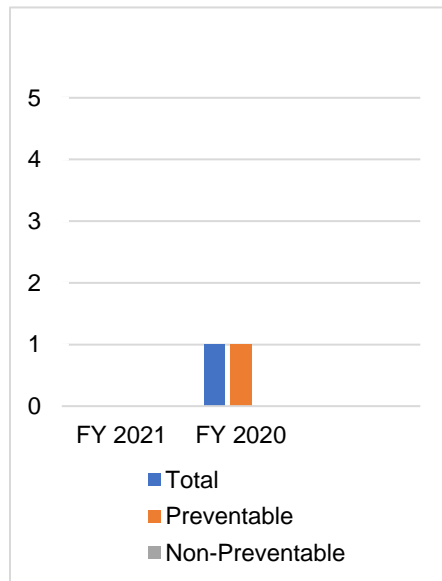
## On Time Performance



## Customer Complaints (Valid)

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

## Accidents (Total)



## Preventable Accidents

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

## Customers with Mobility Devices

