

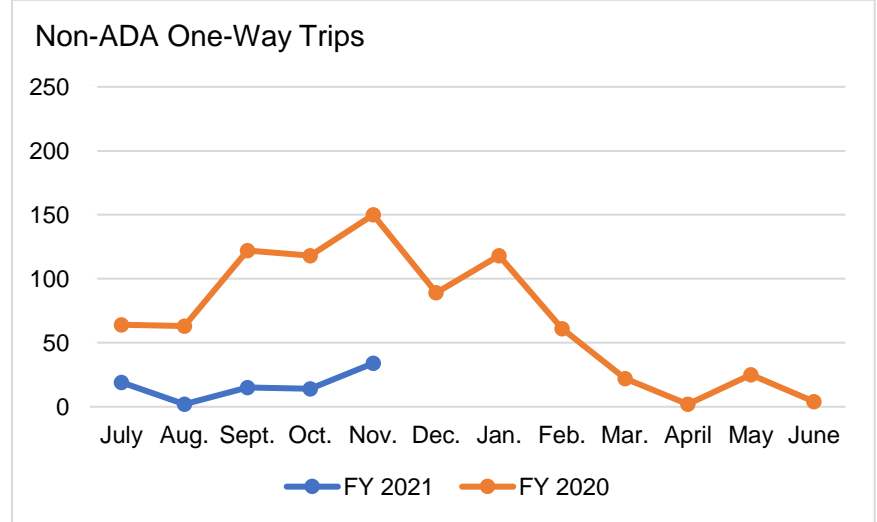
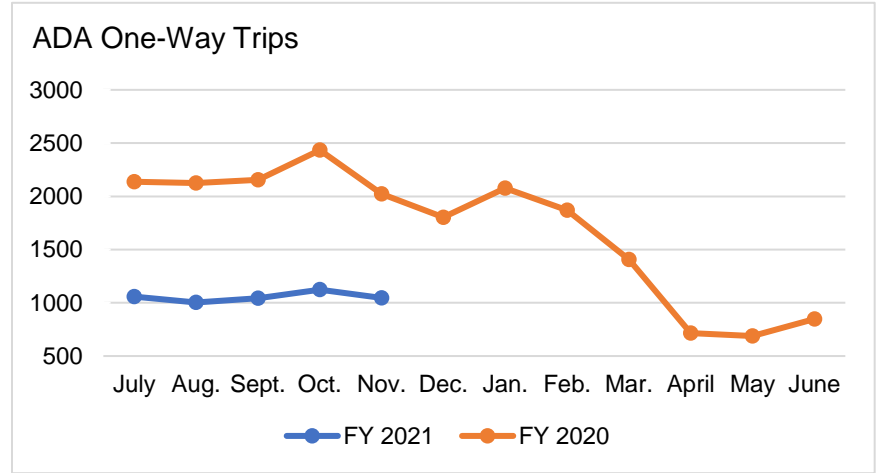
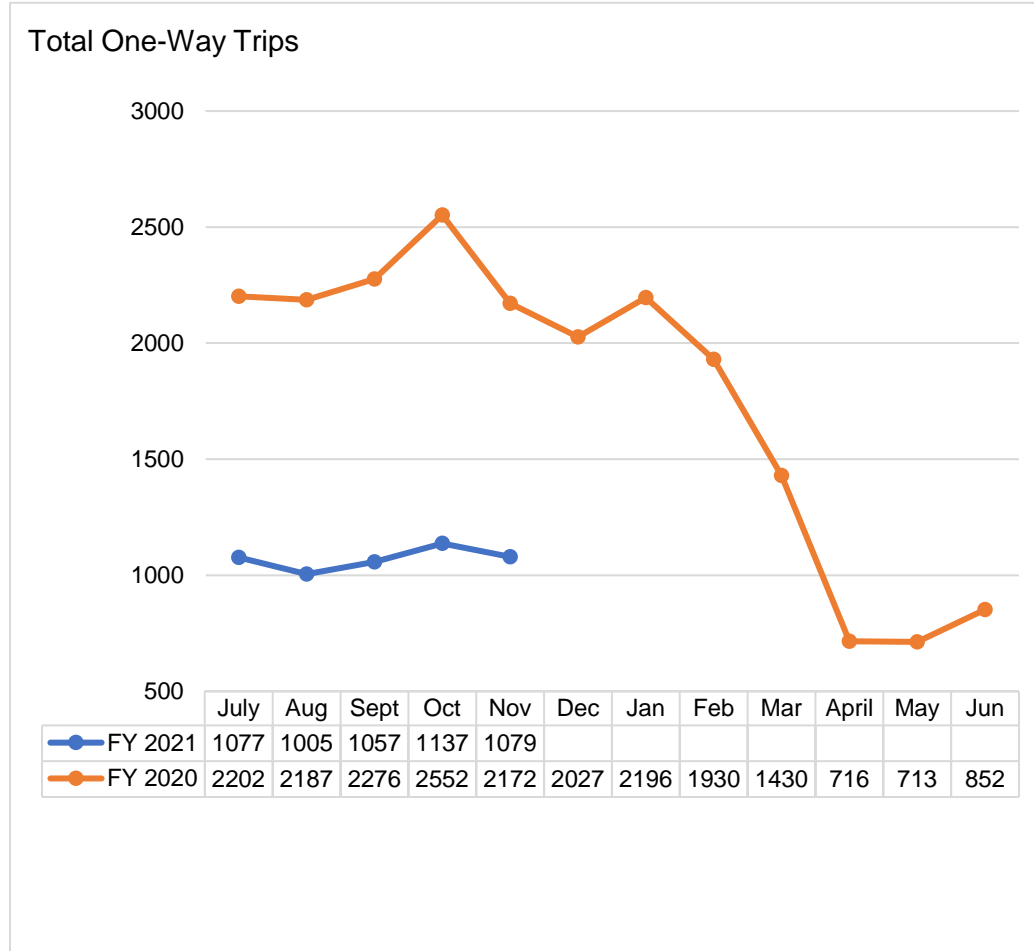


Berkshire Regional Transit Authority

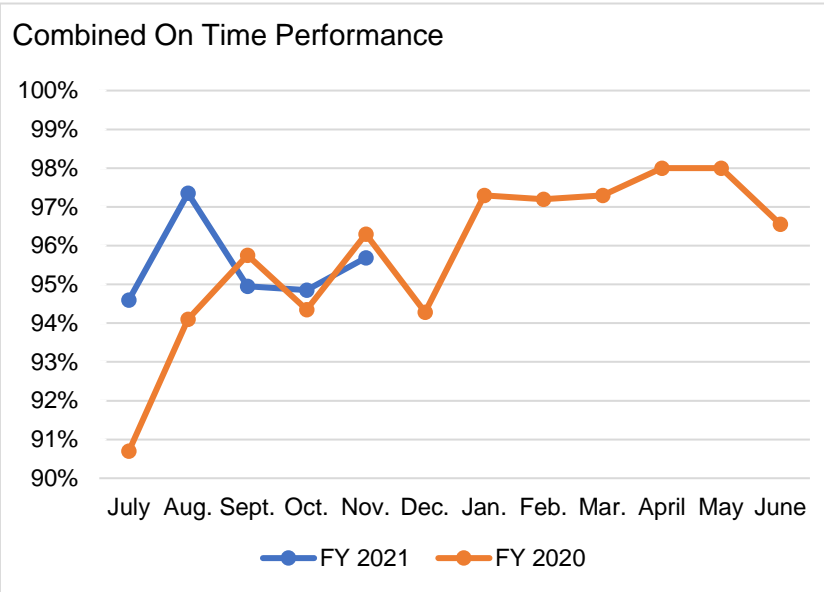
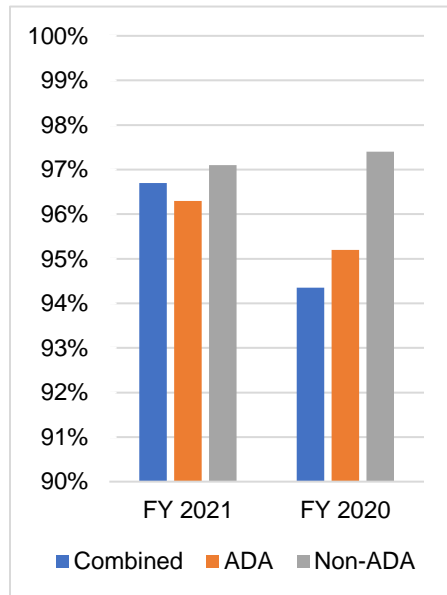
Paratransit Service Performance

November 2020

Ridership Trends by Category



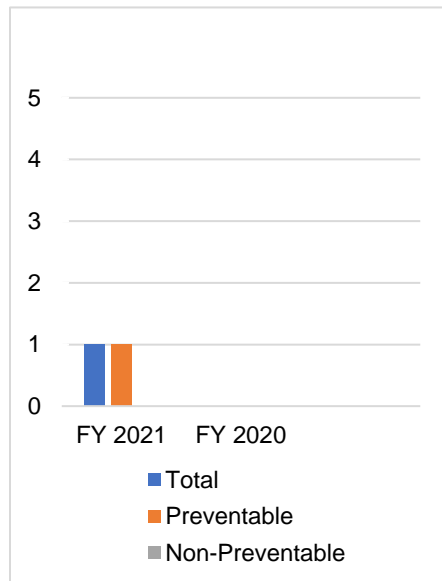
On Time Performance



Customer Complaints (Valid)

Month	FY 21	FY 20
July	0	3
Aug.	0	0
Sept.	1	1
Oct.	0	0
Nov.	1	0
Dec.		0
Jan.		0
Feb.		1
Mar.		1
April		0
May		0
June		0
Total	2	6

Accidents (Total)



Preventable Accidents

Month	FY 21	FY 20
July	0	0
Aug.	0	1
Sept.	0	1
Oct.	1	0
Nov.	1	0
Dec.		4
Jan.		1
Feb.		1
Mar.		0
April		0
May		0
June		0
Total	2	8

Customers with Mobility Devices

