



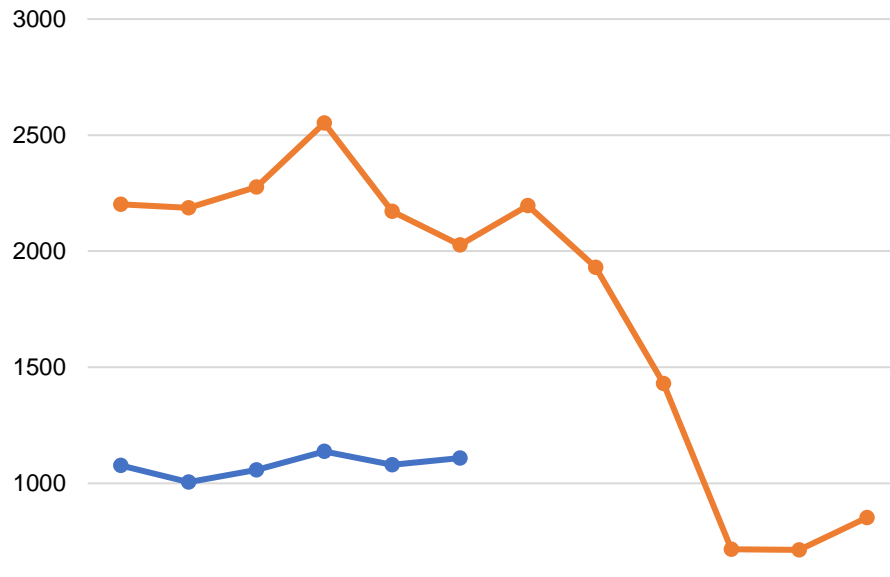
Berkshire Regional Transit Authority

Paratransit Service Performance

December 2020

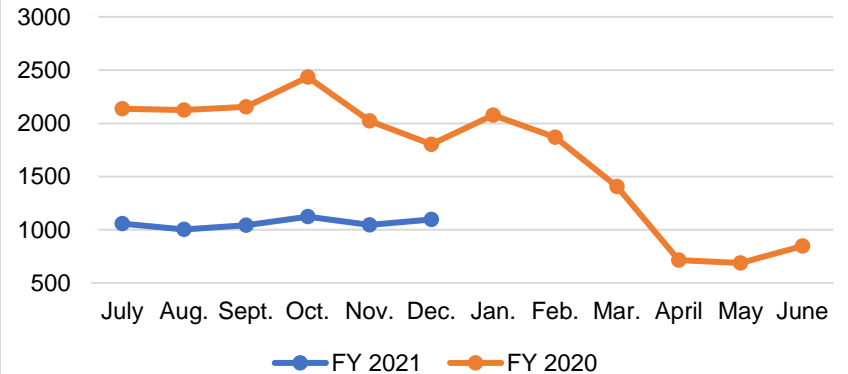
Ridership Trends by Category

Total One-Way Trips

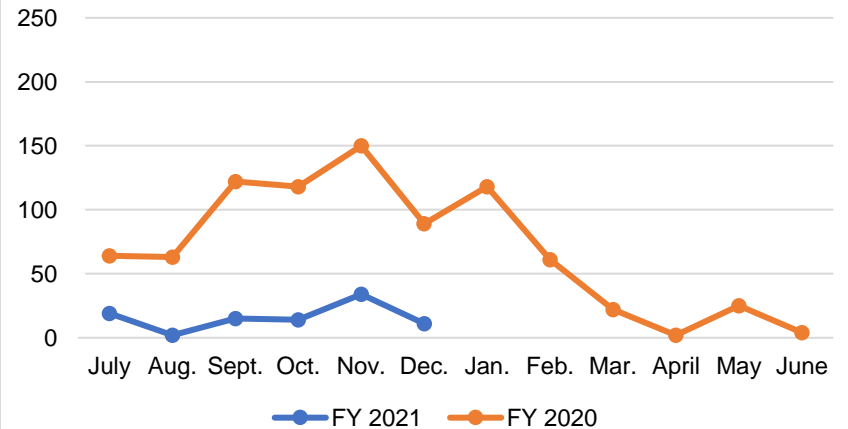


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
FY 2021	1077	1005	1057	1137	1079	1108						
FY 2020	2202	2187	2276	2552	2172	2027	2196	1930	1430	716	713	852

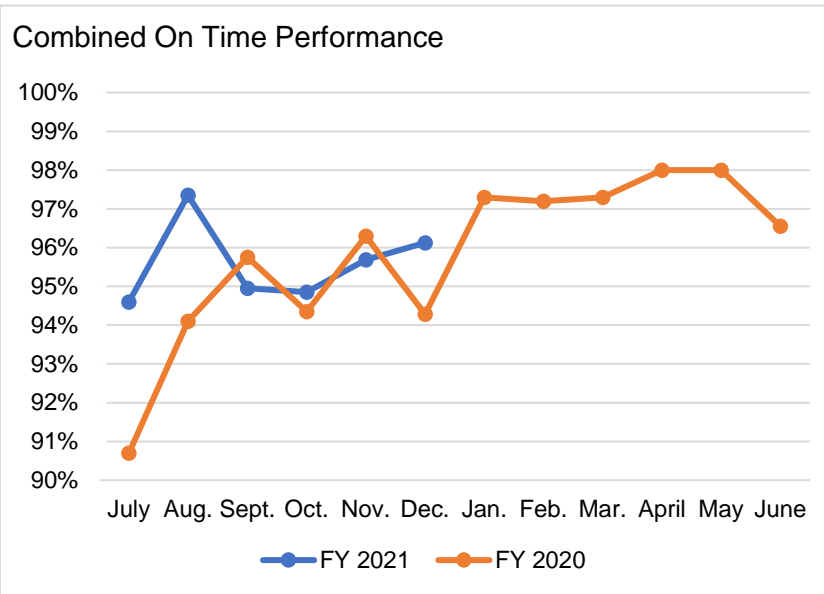
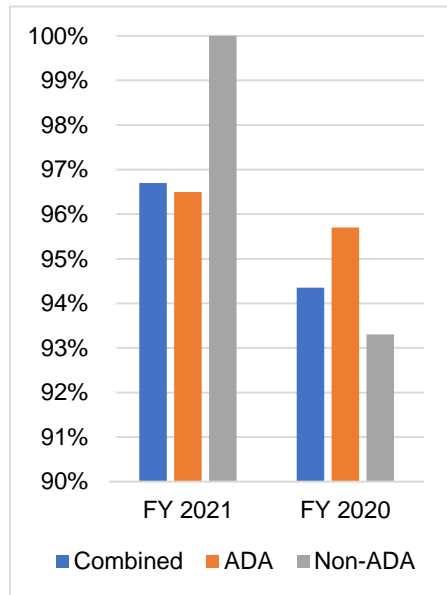
ADA One-Way Trips



Non-ADA One-Way Trips



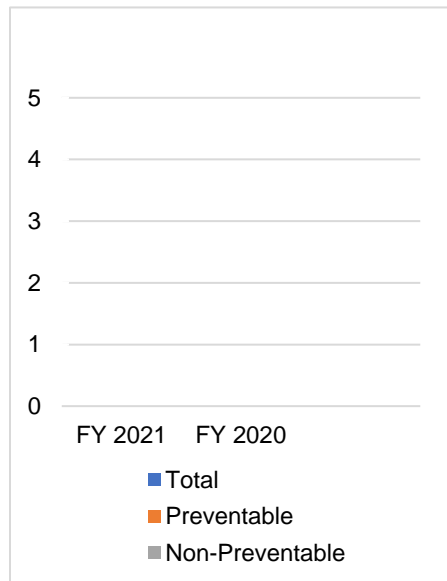
On Time Performance



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	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.	0	4
Jan.		1
Feb.		1
Mar.		0
April		0
May		0
June		0
Total	2	8

Customers with Mobility Devices

