

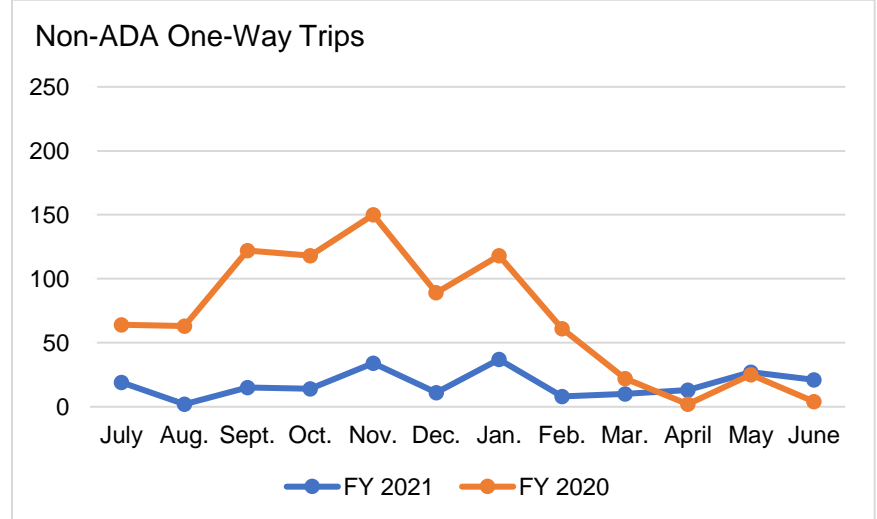
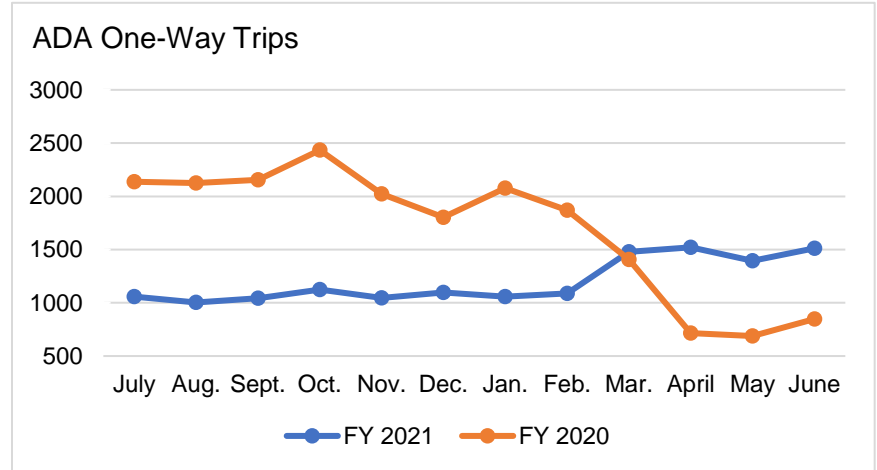
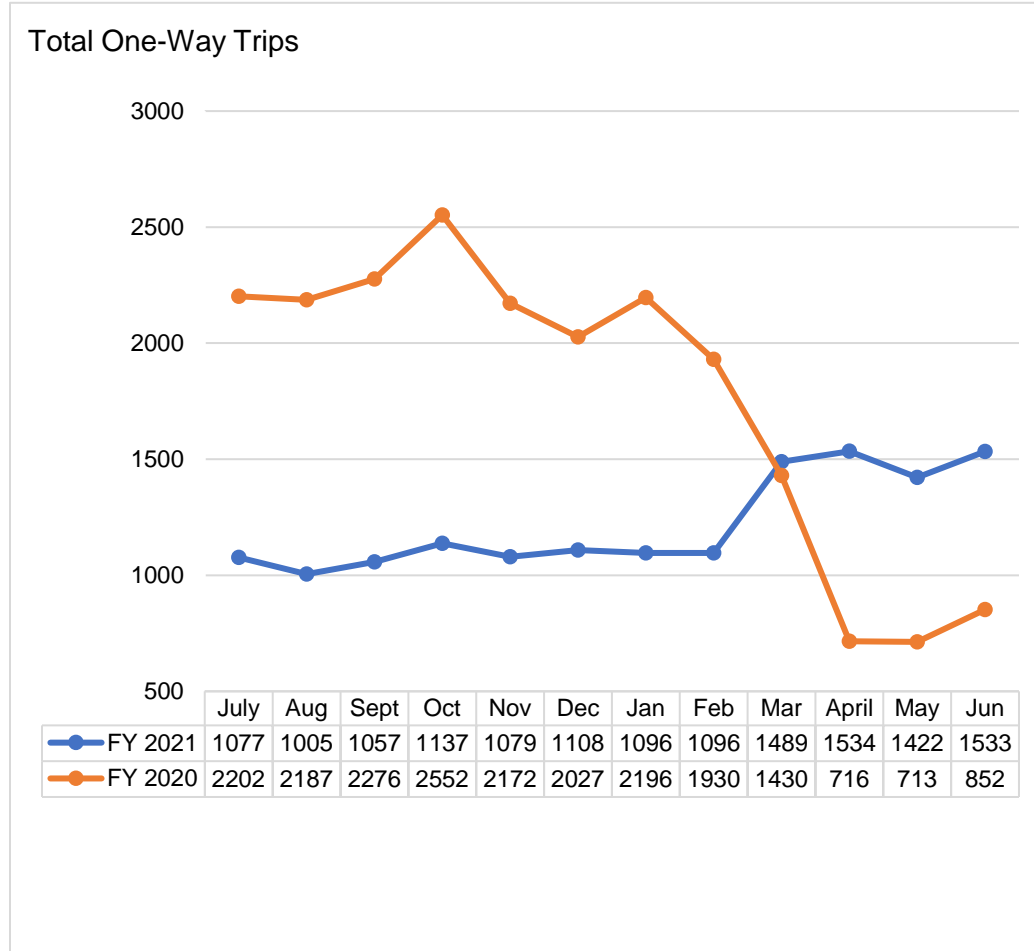


# Berkshire Regional Transit Authority

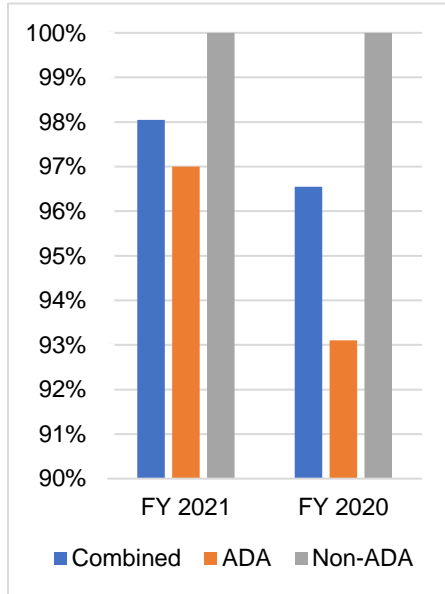
## Paratransit Service Performance

June 2021

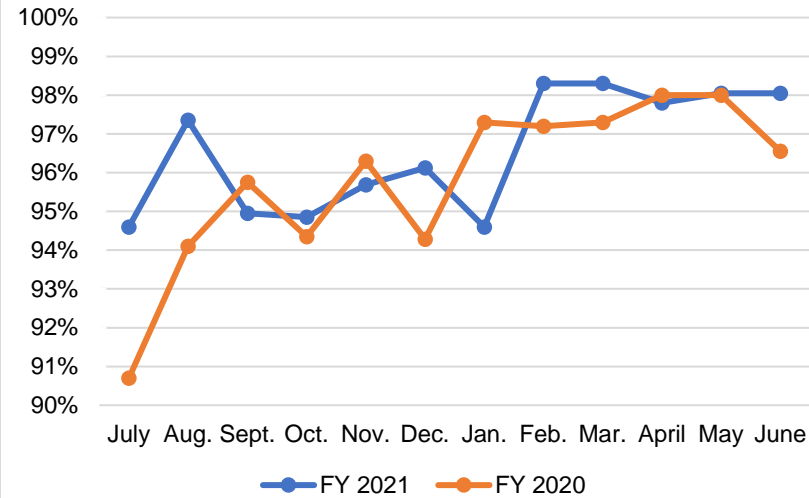
### Ridership Trends by Category



## On Time Performance



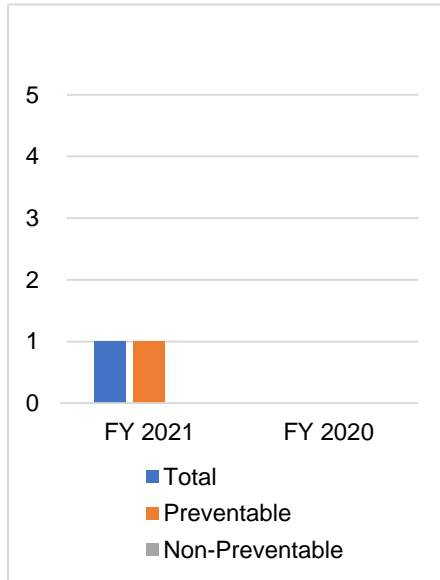
## Combined On Time Performance



## 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	0
Feb.	0	1
Mar.	0	1
April	0	0
May	2	0
June	1	0
<b>Total</b>	<b>5</b>	<b>6</b>

## 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.	0	1
Feb.	0	1
Mar.	0	0
April	0	0
May	1	0
June	1	0
<b>Total</b>	<b>4</b>	<b>8</b>

## Customers with Mobility Devices

