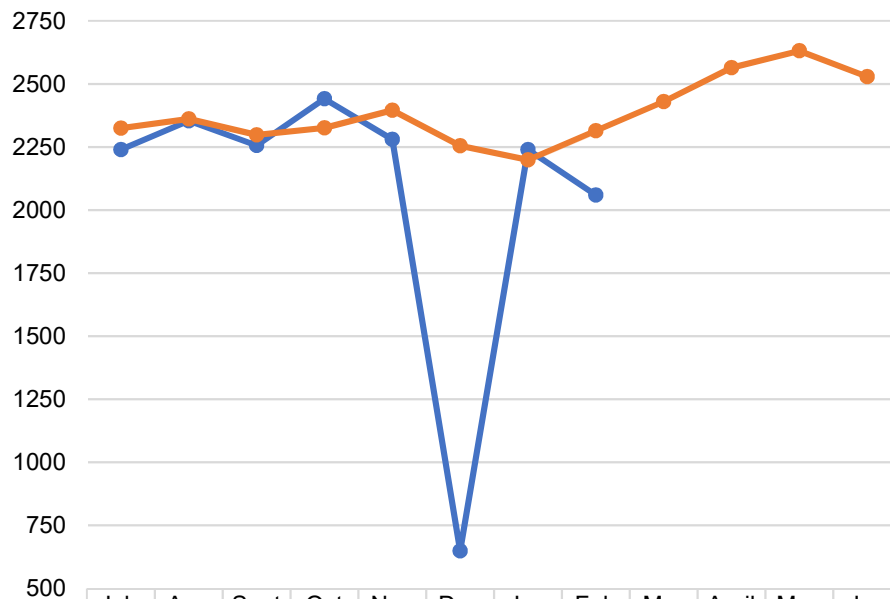# Berkshire Regional Transit Authority

Paratransit Service Performance

February 2019

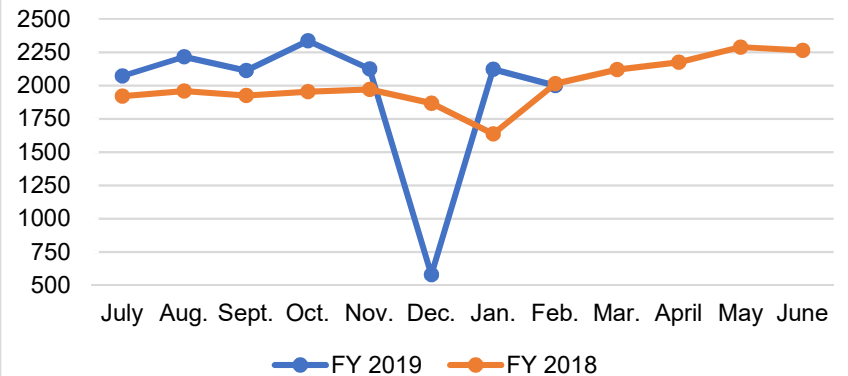## Ridership Trends by Category *

Total One-Way Trips
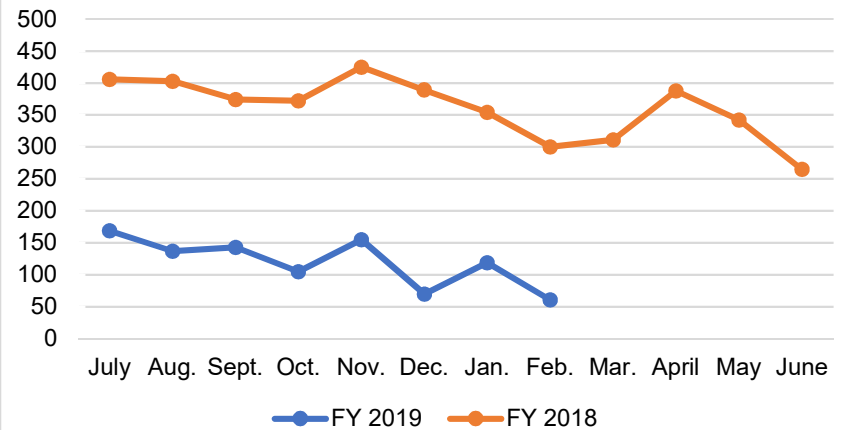
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
FY 2019	2240	2354	2256	2441	2280	649	2240	2060				
FY 2018	2325	2361	2298	2326	2395	2255	2199	2315	2430	2564	2631	2529

*December 2018 included a work stoppage.

ADA One-Way Trips

FY 2019   FY 2018

Non-ADA One-Way Trips

FY 2019   FY 2018

On Time Performance

February 2019

Combined On Time Performance
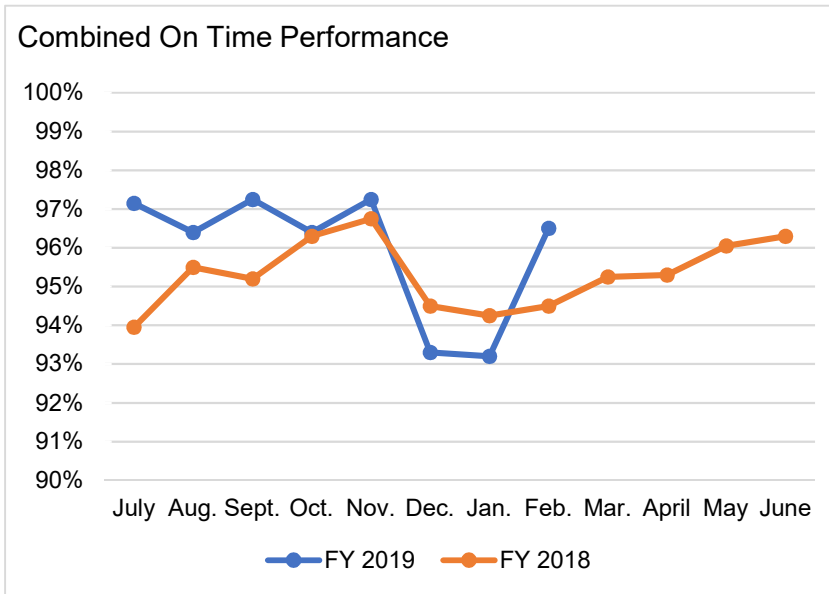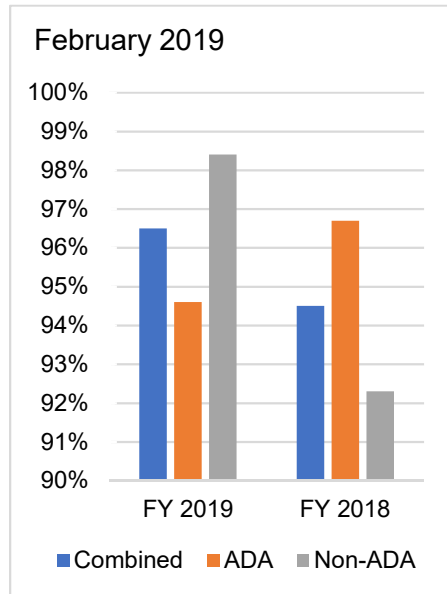
Customer Complaints (Valid)

Month	FY 19	FY 18	Change
July	0	0	0
Aug.	0	4	- 4
Sept.	0	0	0
Oct.	0	1	- 1
Nov.	0	2	- 2
Dec.	0	2	- 2
Jan.	0	0	0
Feb.	0	4	-4
Mar.		0	
April		0	
May		0	
June		0	
Total	0	9	- 9

Accidents (Total)

February 2019
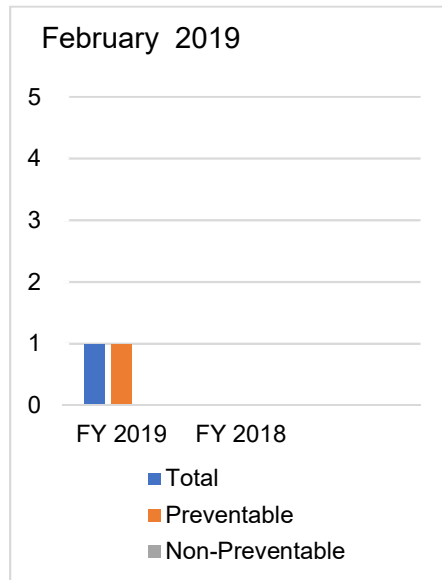
Preventable Accidents

Month	FY 19	FY 18	Change
July	1	1	0
Aug.	1	2	-1
Sept.	0	1	-1
Oct.	1	0	1
Nov.	0	1	-1
Dec.	0	0	0
Jan.	0	1	-1
Feb.	1	0	1
Mar.		0	
April		1	
May		0	
June		0	
Total	3	7	- 4

Customers with Mobility Devices

February 2019

	FY 2019	FY 2018
Total	643	811
ADA	617	616
Non-ADA	24	206