

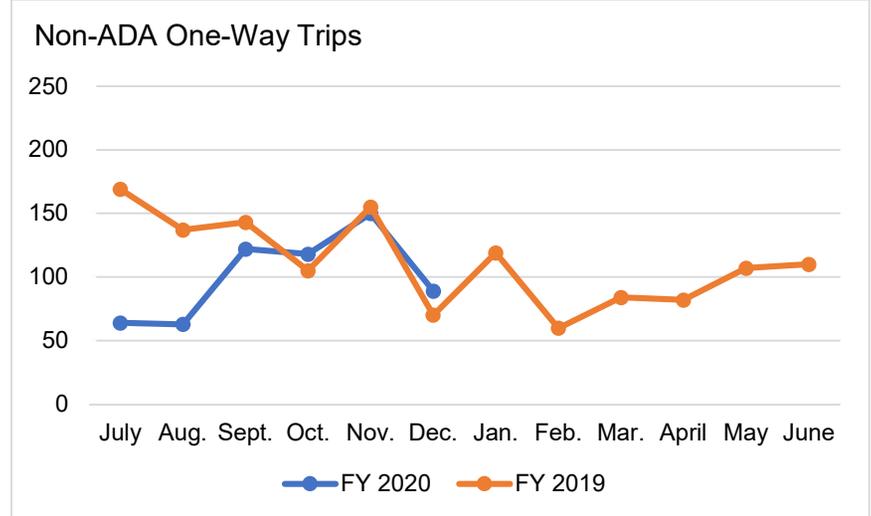
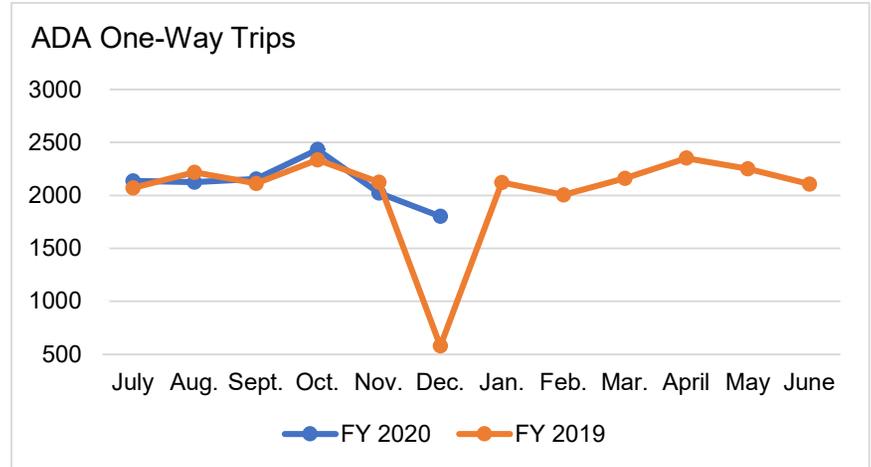
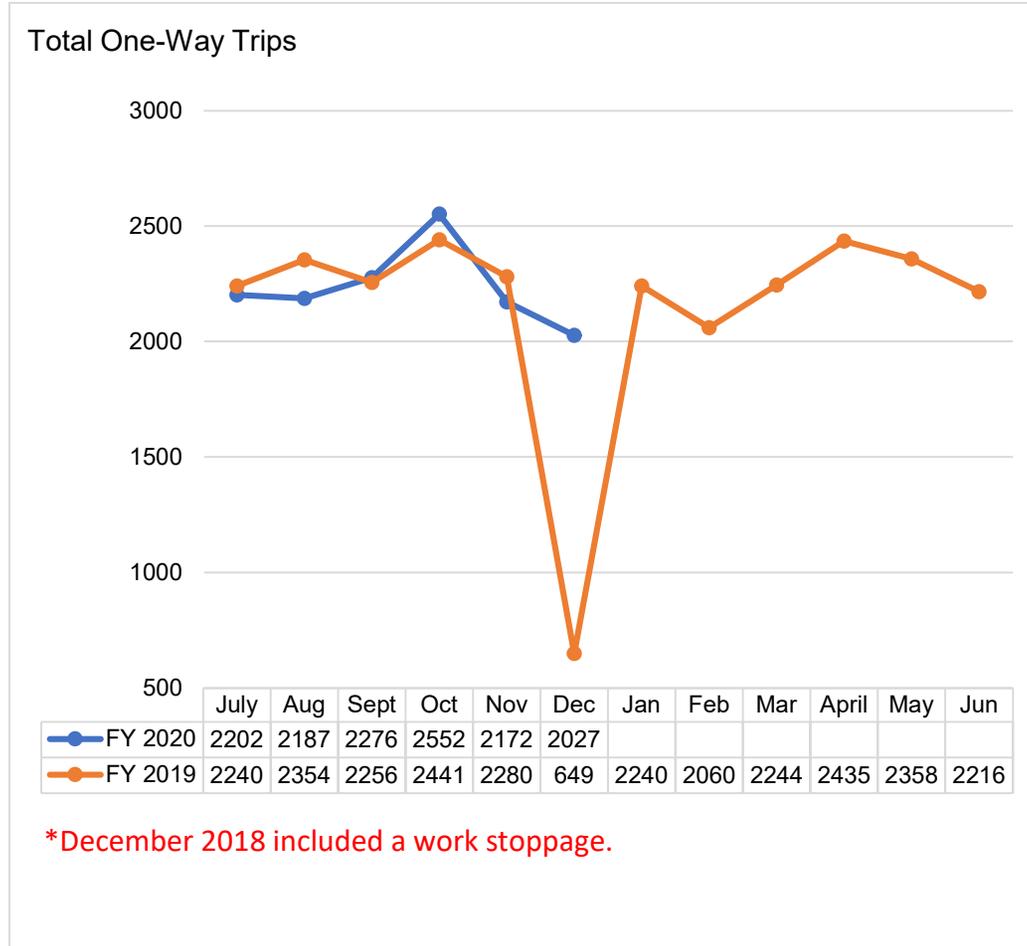


# Berkshire Regional Transit Authority

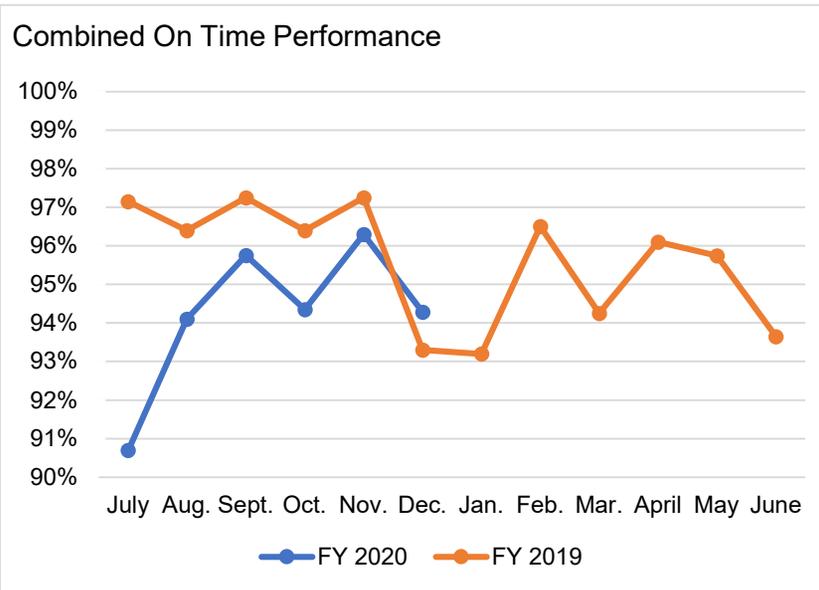
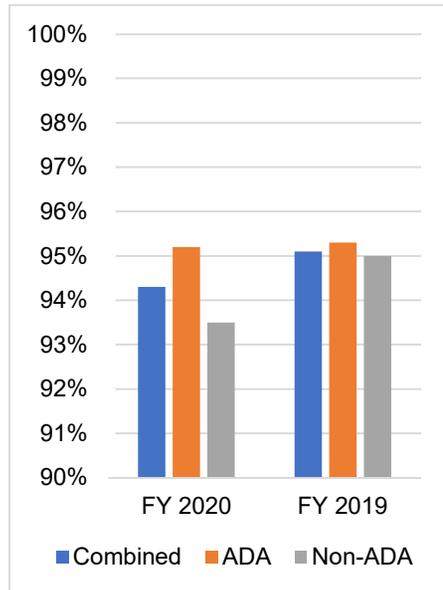
## Paratransit Service Performance

December 2019

### Ridership Trends by Category \*



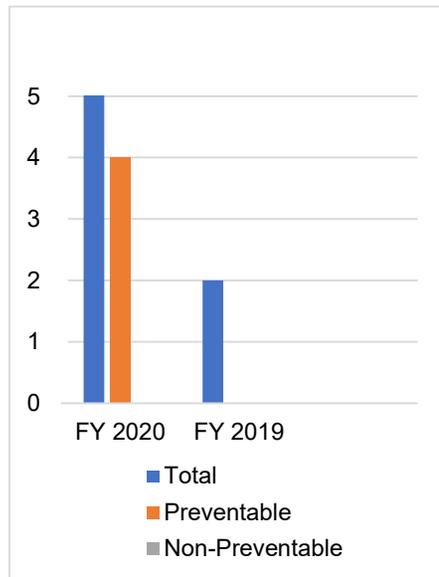
## On Time Performance



## Customer Complaints (Valid)

Month	FY 20	FY 19	Change
July	3	0	3
Aug.	1	0	1
Sept.	1	0	1
Oct.	2	0	2
Nov.	0	0	0
Dec.	0	0	0
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
<b>Total</b>	<b>7</b>	<b>0</b>	<b>7</b>

## Accidents (Total)



## Preventable Accidents

Month	FY 20	FY 19	Change
July	0	1	-1
Aug.	1	1	0
Sept.	1	0	1
Oct.	0	1	-1
Nov.	0	0	0
Dec.	4	0	+4
Jan.		0	
Feb.		1	
Mar.		1	
April		2	
May		2	
June		0	
<b>Total</b>	<b>2</b>	<b>9</b>	<b>-1</b>

## Customers with Mobility Devices

