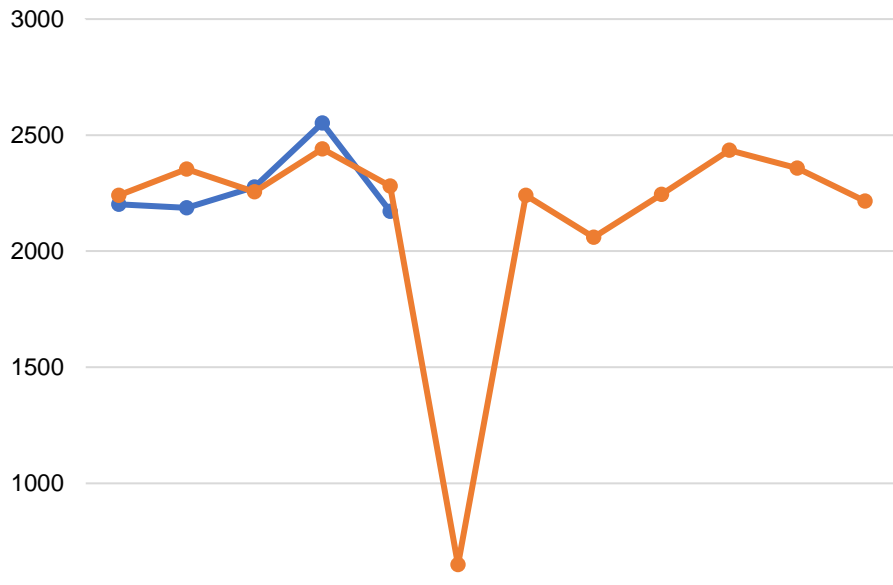# Berkshire Regional Transit Authority
Paratransit Service Performance
November 2019
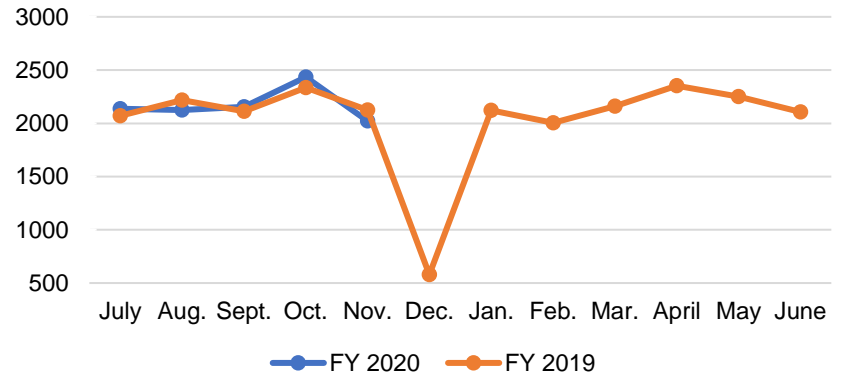
Ridership Trends by Category *

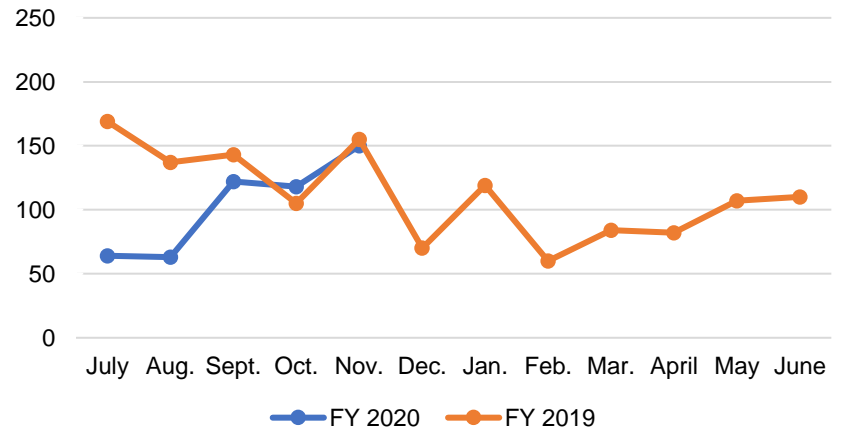### Total One-Way Trips

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
FY 2020	2202	2187	2276	2552	2172							
FY 2019	2240	2354	2256	2441	2280	649	2240	2060	2244	2435	2358	2216

*December 2018 included a work stoppage.

ADA One-Way Trips

FY 2020   FY 2019

Non-ADA One-Way Trips

FY 2020   FY 2019

On Time Performance

Combined On Time Performance
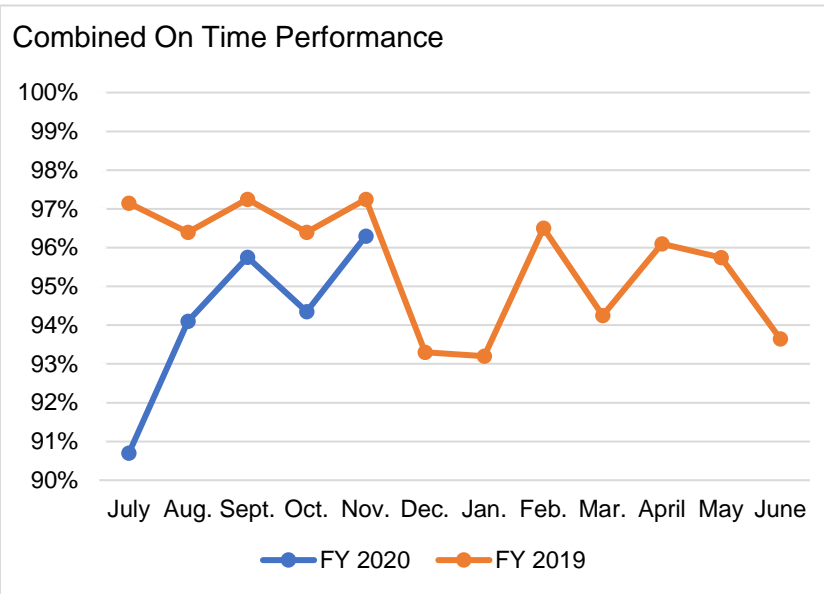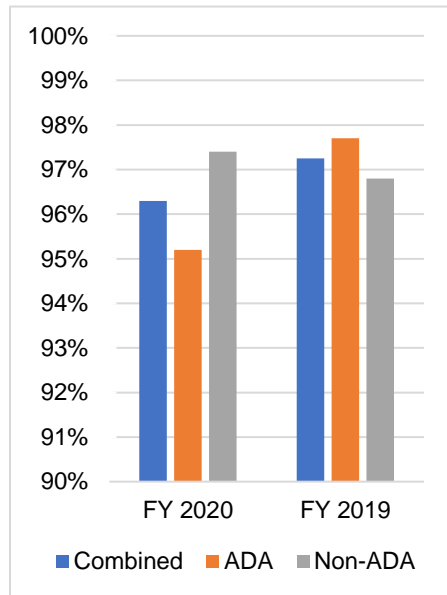
Customer Complaints (Valid)

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	
Jan.		0	
Feb.		0	
Mar.		0	
April		0	
May		0	
June		0	
Total	7	0	7

Accidents (Total)
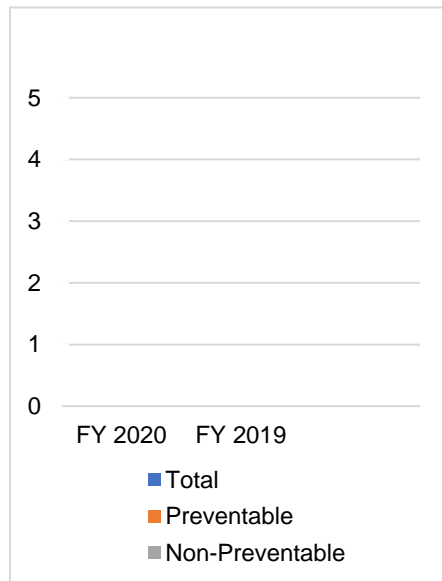
Preventable Accidents

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.		0	
Jan.		0	
Feb.		1	
Mar.		1	
April		2	
May		2	
June		0	
Total	2	9	-1

Customers with Mobility Devices

	FY 2020	FY 2019
Total	693	703
ADA	625	622
Non-ADA	68	81