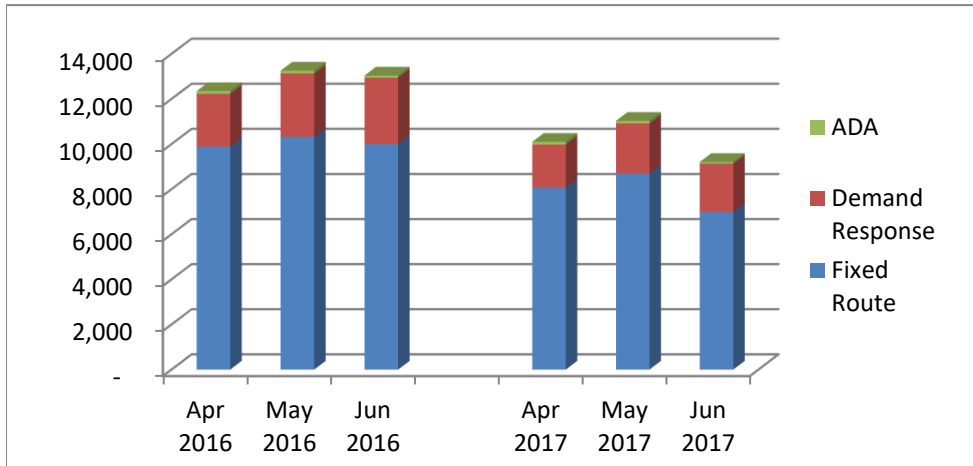


FY'17 4th Quarter Performance Measures (Apr - Jun 2017)



Ridership

Fixed Route	Demand Response	ADA
23,740	6,279	317

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
150	709	1,065

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
130,403	5	89.74%

RouteShout transit times by text message Franklin Regional Transit Authority

Details

Stats	04/01/17 - 06/30/17	Top Stops	04/01/17 - 06/30/17
Unique Users	81	Stop Id	Name
Total Responses	285	Keyword	SMS
SMS	68	Smartphone	Total
Smartphone	217	JWO Transit Center	JWO Transit Center
		JWOTRANSITCENTER	11
		JWO Transit Center	FRTAJWO
		FRTAJWO	11
		Big Y	FRTAGBY
		FRTAGBY	0
		South Deerfield Center	FRTASDC
		FRTASDC	19
		Franklin Medical	FRANKLINMEDICAL
		FRANKLINMEDICAL	12
		Franklin Medical	FRTAFMC
		FRTAFMC	12
		Academy of Music	FRTAAOM
		FRTAAOM	0
		Valley Medical - Northbound	
			13
		Beacon St./Federal St.	
			10
		High Rise	FRTAHIGH
		FRTAHIGH	0
		Big Y Northampton	FRTANBY
		FRTANBY	5
		Fosters	FRTAFOSTER
		FRTAFOSTER	0
		Fosters	FRTAFOST
		FRTAFOST	0

Finance

Total Transportation Costs
\$585,889.91

Customer Safety

Number of Preventable Accidents
3

Customer Complaints

Number of Complaints					
Late Bus	Early Bus	Rude Employee	Unsafe Operation	Pass By	Other
0	1	0	2	1	1