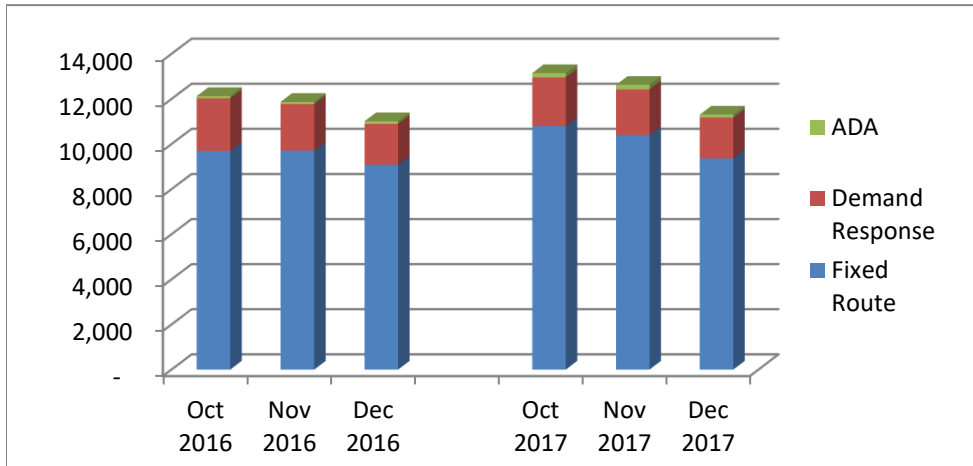


FY'18 2nd Quarter Performance Measures (Oct - Dec 2017)



Ridership

Fixed Route	Demand Response	ADA
30,552	5,954	524

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
235	569	1,297

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
143,504	5	100.00%

Finance

Total Transportation Costs
\$805,150.03

Customer Safety

Number of Preventable Accidents
1

Customer Complaints

Number of Complaints					
Late Bus	Early Bus	Rude Employee	Unsafe Operation	Pass By	Other
0	2	0	1	5	1

RouteShout transit times by text message Franklin Regional Transit Authority

Details

Stats	10/01/17 - 12/31/17	Top Stops					10/01/17 - 12/31/17
Unique Users	77	Stop Id	Name	Keyword	SMS	Smartphone	Total
Total Responses	228	JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	53	22	75
SMS	136	JWO Transit Center	JWO Transit Center	FRTAJWO	53	22	75
Smartphone	92	Big Y Northampton	Big Y Northampton	FRTANBY	19	6	25
		Erving Center	Erving Center	FRTAERV	22	0	22
		Orange Center	Orange Center	FRTAORGC	18	1	19
		Scotty's	Scotty's	FRTASCOT	13	0	13
		Cherry Rum Plaza	Cherry Rum Plaza	FRTACRP	0	9	9
		Farren Care Center	Farren Care Center		0	6	6
		Farren Care Center - Inbound	Farren Care Center - Inbound		0	5	5
		Wal-Mart	Wal-Mart	FRTAWAL	2	3	5
		Academy of Music	Academy of Music	FRTAOM	0	5	5