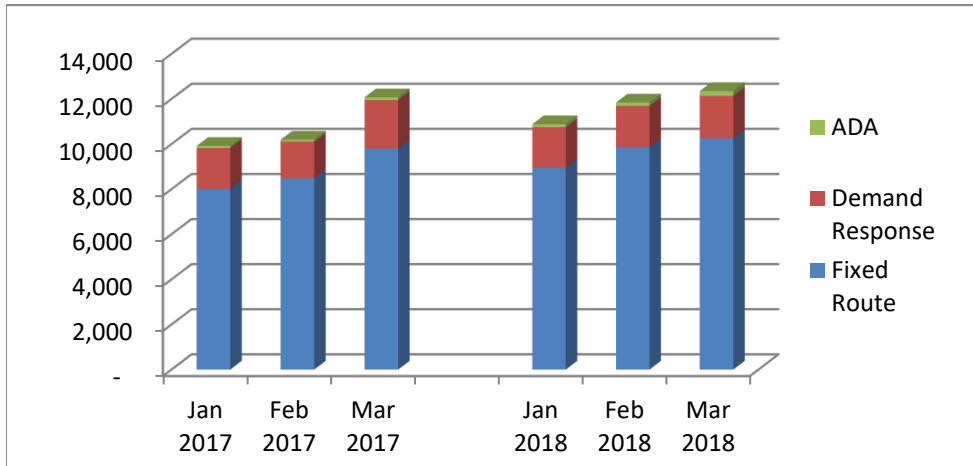


FY'18 3rd Quarter Performance Measures (Jan - Mar 2018)



Ridership

| Fixed Route | Demand Response | ADA |
|-------------|-----------------|-----|
| 29,054 | 5,526 | 496 |

Fixed Route Trip Information

| Number of Wheelchair Passengers | Number of Veteran Passengers | Number of Bicycle Passengers |
|---------------------------------|------------------------------|------------------------------|
| 314 | 506 | 777 |

Maintenance

| Total Miles Driven | Number of Road Calls | Preventative Maintenance Performed On-Time |
|--------------------|----------------------|--|
| 131,903 | 3 | 100.00% |

Finance

| Total Transportation Costs |
|----------------------------|
| \$670,189.96 |

Customer Safety

| Number of Preventable Accidents |
|---------------------------------|
| 1 |

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Details

| Stats | 01/01/18 - 03/31/18 | Top Stops | | | 01/01/18 - 03/31/18 | | |
|-----------------|---------------------|------------------------------|------------------------------|------------------|---------------------|------------|-------|
| Unique Users | 47 | Stop Id | Name | Keyword | SMS | Smartphone | Total |
| Total Responses | 113 | JWO Transit Center | JWO Transit Center | JWOTRANSITCENTER | 45 | 0 | 45 |
| SMS | 113 | JWO Transit Center | JWO Transit Center | FRTAJWO | 45 | 0 | 45 |
| Smartphone | 0 | Big Y Northampton | Big Y Northampton | FRTANBY | 25 | 0 | 25 |
| | | Orange Center | Orange Center | FRTAORGC | 16 | 0 | 16 |
| | | Arms Library Shelburne Falls | Arms Library Shelburne Falls | FRTAARMS | 11 | 0 | 11 |
| | | Wal-Mart | Wal-Mart | FRTAWAL | 5 | 0 | 5 |
| | | Erving Center | Erving Center | FRTAERV | 5 | 0 | 5 |
| | | Scotty's | Scotty's | FRTASCOT | 2 | 0 | 2 |
| | | High School | High School | FRTAGHS | 2 | 0 | 2 |
| | | Greenfield Gardens | Greenfield Gardens | FRTAGG | 1 | 0 | 1 |
| | | Corp Center | Corp Center | FRTACORP | 1 | 0 | 1 |