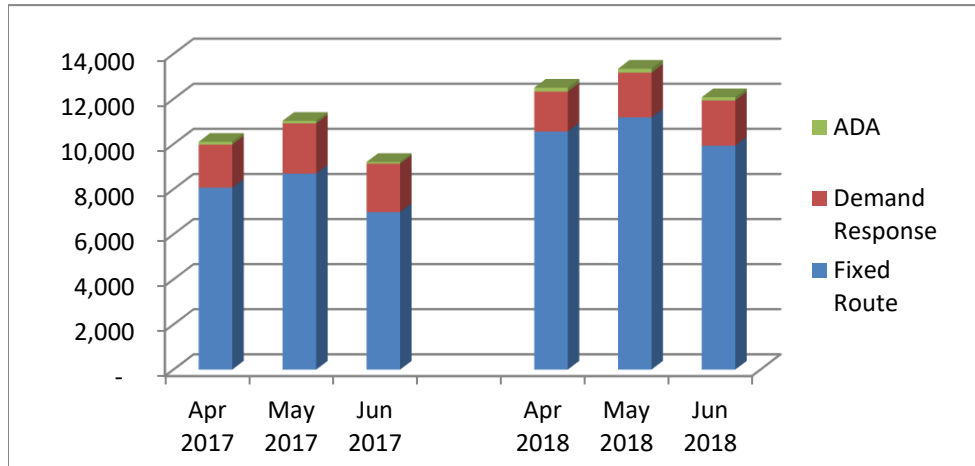


FY'18 4th Quarter Performance Measures (Apr - Jun 2018)



Ridership

Fixed Route	Demand Response	ADA
31,665	5,760	496

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
208	504	1,460

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
148,944	6	100.00%

Finance

Total Transportation Costs
\$848,355.08

Customer Safety

Number of Preventable Accidents
4

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Details

Stats	04/01/18 - 06/30/18	Top Stops			04/01/18 - 06/30/18		
Unique Users	42	Stop Id	Name	Keyword	SMS	Smartphone	Total
Total Responses	71	JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	22	0	22
SMS	71	JWO Transit Center	JWO Transit Center	FRTAJWO	22	0	22
Smartphone	0	Big Y Northampton	Big Y Northampton	FRTANBY	17	0	17
		Orange Center	Orange Center	FRTAORGC	11	0	11
		Corp Center	Corp Center	FRTACORP	7	0	7
		Scotty's	Scotty's	FRTASCOT	3	0	3
		Wal-Mart	Wal-Mart	FRTAWAL	3	0	3
		Erving Center	Erving Center	FRTAERV	2	0	2
		West River Health Center	West River Health Center	WESTRIVERHEALTHCENTER	2	0	2
		West River Health Center	West River Health Center	FRTAWRHC	2	0	2
		Montague Center	Montague Center	FRTAMONT	2	0	2
		Arms Library Shelburne Falls	Arms Library Shelburne Falls	FRTAARMS	1	0	1