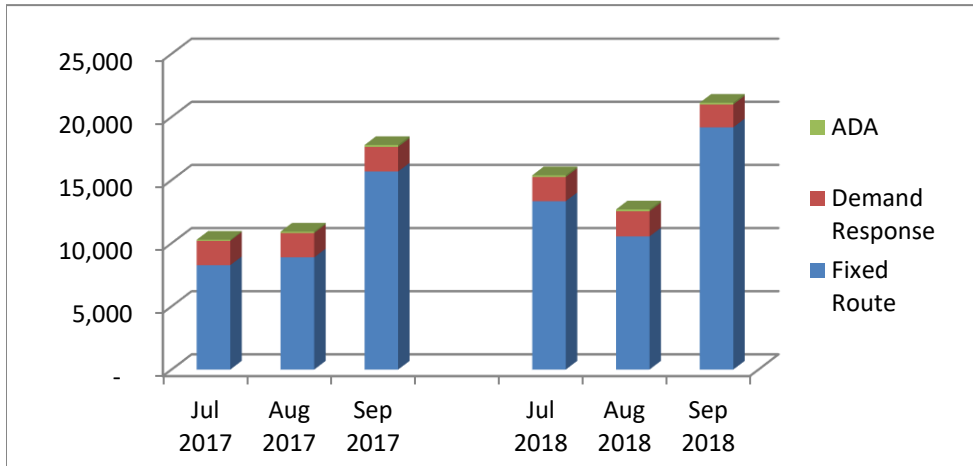


# FY'19 1st Quarter Performance Measures (Jul - Sep 2018)



## Ridership

Fixed Route	Demand Response	ADA
43,056	5,725	421

## Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
124	469	1,504

## Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
148,482	5	100.00%

## RouteShout transit times by text message Franklin Regional Transit Authority

Stats	07/01/18 - 09/30/18	Top Stops	07/01/18 - 09/30/18
Unique Users	31	Stop Id	Name
Total Responses	64	JWO Transit Center	JWO Transit Center
SMS	64	JWO Transit Center	JWO Transit Center
Smartphone	0	Erving Center	Erving Center
		Orange Center	Orange Center
		Big Y Northampton	Big Y Northampton
		Arms Library Shelburne Falls	Arms Library Shelburne Falls
		Wal-Mart	Wal-Mart
		Whately Park and Ride	Whately Park and Ride
		Greenfield Gardens	Greenfield Gardens
		High School	High School

## Finance

Total Transportation Costs
\$874,942.71

## Customer Safety

Number of Preventable Accidents
1

## Customer Complaints

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