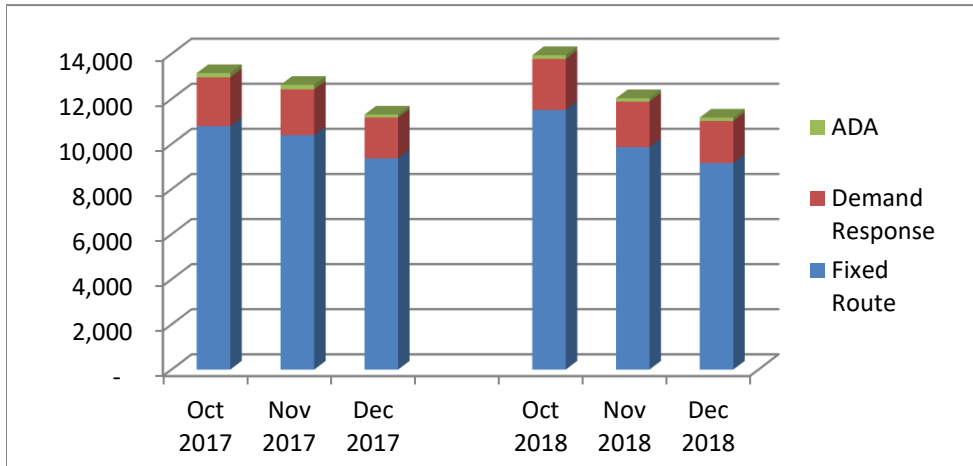


FY'19 2nd Quarter Performance Measures (Oct - Dec 2018)



Ridership

Fixed Route	Demand Response	ADA
30,534	6,148	466

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
168	543	991

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
146,942	2	97.87%



RouteShout transit times by text message

Franklin Regional Transit Authority

Stats	10/01/18 - 12/31/18	Top Stops	10/01/18 - 12/31/18				
		Stop Id	Name	Keyword	SMS	Smartphone	Total
Unique Users	32	Big Y Northampton	Big Y Northampton	FRTANBY	27	0	27
Total Responses	79	Erving Center	Erving Center	FRTAERV	19	0	19
SMS	79	Orange Center	Orange Center	FRTAORGC	11	0	11
Smartphone	0	Wal-Mart	Wal-Mart	FRTAWAL	8	0	8
		Whately Park and Ride	Whately Park and Ride	FRTAWPR	4	0	4
		JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	4	0	4
		JWO Transit Center	JWO Transit Center	FRTAJWO	4	0	4
		Greenfield Gardens	Greenfield Gardens	FRTAGG	3	0	3
		High School	High School	FRTAGHS	1	0	1
		West River Health Center	West River Health Center	WESTRIVERHEALTHCENTER	1	0	1
		West River Health Center	West River Health Center	FRTAWRHC	1	0	1
		Arms Library Shelburne Falls	Arms Library Shelburne Falls	FRTAARMS	1	0	1

Finance

Total Transportation Costs
\$655,820.52

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	1	0