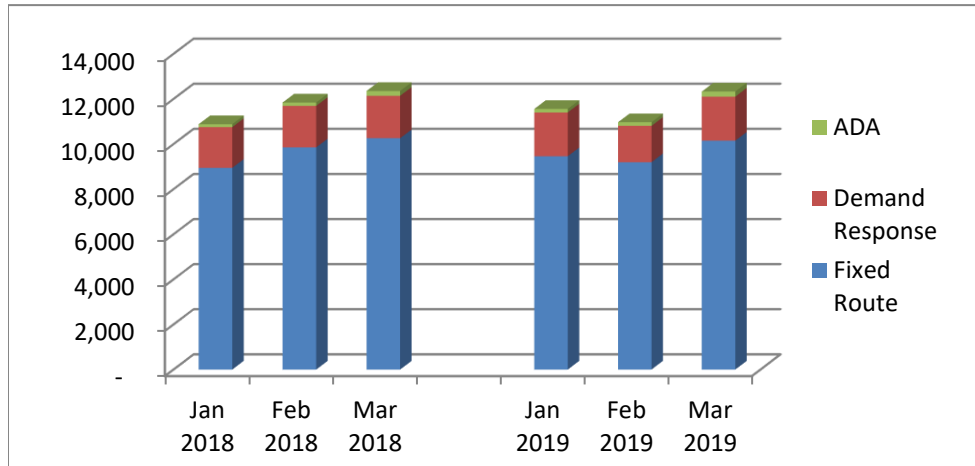


FY'19 3rd Quarter Performance Measures (Jan - Mar 2019)



Ridership

Fixed Route	Demand Response	ADA
28,806	5,505	542

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
125	362	746

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
145,436	6	82.22%

Finance

Total Transportation Costs
\$644,071.43

Customer Safety

Number of Preventable Accidents
3

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Details

Stats	01/01/19 - 03/31/19	Top Stops					01/01/19 - 03/31/19
Unique Users	31	Stop Id	Name	Keyword	SMS	Smartphone	Total
Total Responses	136	Big Y Northampton	Big Y Northampton	FRTANEY	91	0	91
SMS	136	Orange Center	Orange Center	FRTAORGC	13	0	13
Smartphone	0	JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	12	0	12
		JWO Transit Center	JWO Transit Center	FRTAJWO	12	0	12
		Arms Library Shelburne Falls	Arms Library Shelburne Falls	FRTAARMS	10	0	10
		Wal-Mart	Wal-Mart	FRTAWAL	8	0	8
		Erving Center	Erving Center	FRTAERV	1	0	1
		Ave A & 3rd St	Ave A & 3rd St	FRTAAVEA	1	0	1