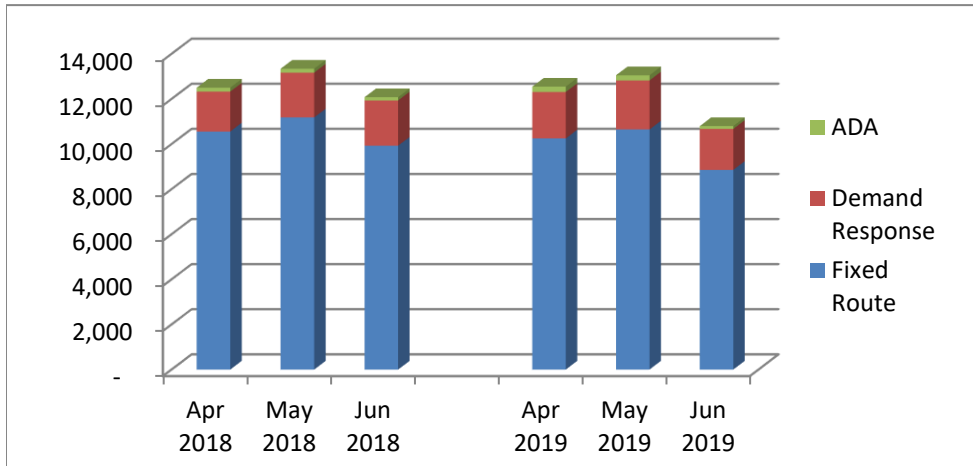


FY'19 4th Quarter Performance Measures (Apr - Jun 2019)



Ridership

Fixed Route	Demand Response	ADA
29,750	6,045	598

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
55	233	726

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
148,676	6	76.92%

Finance

Total Transportation Costs
\$637,125.15

Customer Safety

Number of Preventable Accidents
5

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Stop Hits		Top Stops (Web)				
Unique Users	Total Hits	ID	Name	Keyword	Total Hits	
1149	5296	JWO Transit Center	JWO Transit Center	FRTA01	241	
		Academy of Music	Academy of Music	FRTA21	181	
		100 Ave A and Shea Theater	Ave A and Shea Theater (W)	FRTA100	117	
		04 Ave A and 11th St (S)	Ave A and 11th St (S)	FRTA04	106	
		GCC	Greenfield Community College	FRTA31	99	
		Big Y	Big Y Plaza Greenfield		97	
		16 Colrain Rd/Shelburne Rd (N)	Colrain Rd and Shelburne Rd (N)	FRTA14	97	
		Hannafords	Hannaford Supermarket Plaza	FRTA36	88	
		29 Greenfield Middle School (S)	Greenfield Middle School (S)	FRTA29	82	
		03 Ave A and 11th St (N)	Ave A and 11th St (N)	FRTA03	74	