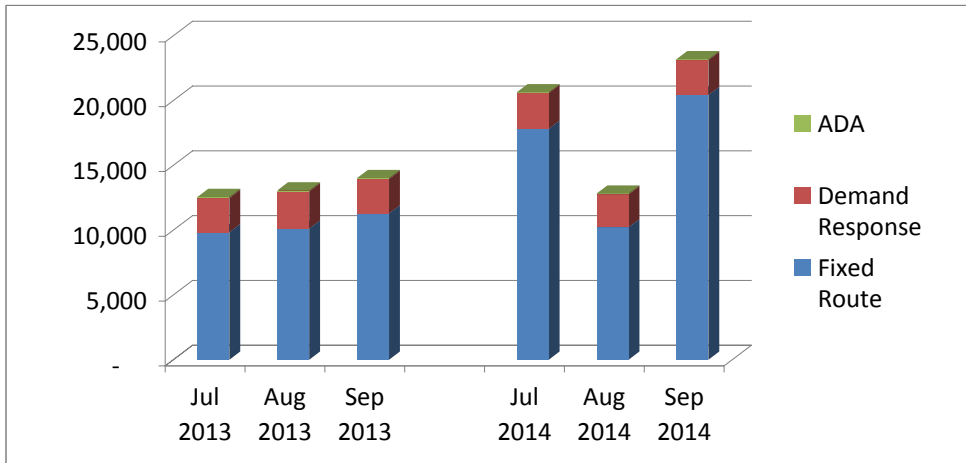


FY'15 1st Quarter Performance Measures (Jul - Sep 2014)



Ridership

Fixed Route	Demand Response	ADA
48,448	8,003	137

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
182	1,971	1,302

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
155,933	8	100.00%

Finance

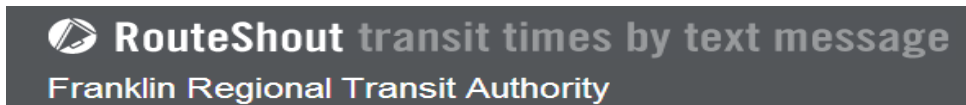
Total Transportation Costs
\$896,888.68

Customer Safety

Number of Preventable Accidents
3

Customer Complaints

Number of Complaints					
Late Bus	Early Bus	Rude Employee	Unsafe Operation	Pass By	Other
2	0	0	0	0	3



Details

Stats	07/01/14 - 09/30/14	Top Stops	Keyword	SMS	Smartphone	Total
Unique Users	134	Yankee Candle Store	FRTAYCS	0	96	96
Total Responses	558	JWO Transit Center	FRTAJWO	12	63	75
SMS	146	Ave A & 3rd St	FRTAAVEA	35	14	49
Smartphone	412	Corp Center	FRTACORP	28	3	31
		South Deerfield Center	FRTASDC	23	5	28
		Academy of Music	FRTAAOM	0	24	24
		GCC	FRTAGCC	1	21	22
		Home Depot	FRTAHOME	0	21	21
		Millers Falls	FRTAMF	0	21	21
		Big Y	FRTAGBY	0	17	17

	Fixed Route	Demand Re ADA	
Jul 2013	9,831	2,641	74
Aug 2013	10,112	2,868	75
Sep 2013	11,286	2,660	64
Jul 2014	17,815	2,761	50
Aug 2014	10,209	2,551	57
Sep 2014	20,424	2,691	58