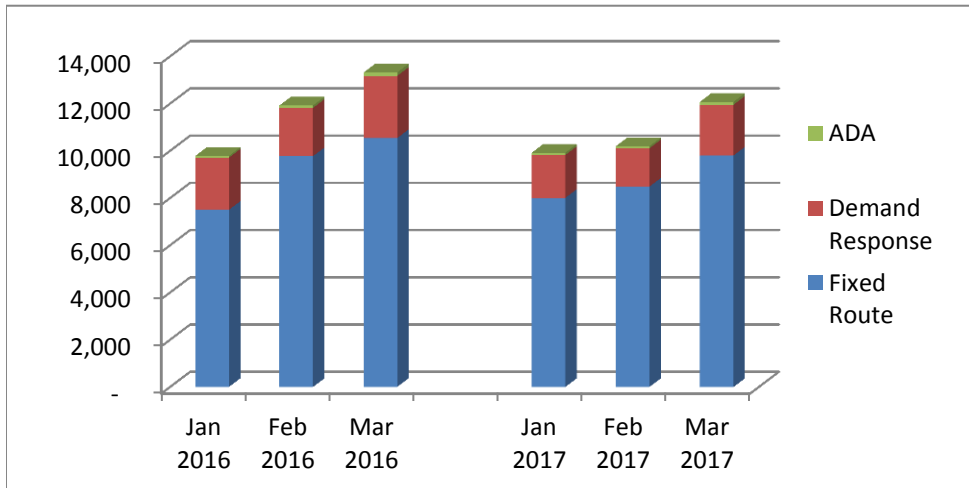


FY'17 3rd Quarter Performance Measures (Jan - Mar 2017)



Ridership

Fixed Route	Demand Response	ADA
26,299	5,583	306

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
141	842	738

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
129,627	13	93.48%

RouteShout transit times by text message Franklin Regional Transit Authority

Details

Stats	01/01/17 - 03/31/17	Top Stops	01/01/17 - 03/31/17
Unique Users	96	Stop Id	Name
Total Responses	391	Keyword	SMS
SMS	74	Smartphone	Total
Smartphone	317	JWO Transit Center	JWOTRANSITCENTER
		JWO Transit Center	FRTAJWO
		Valley Medical - Northbound	
		Arms Library Shelburne Falls	
		Elm Terrace	
		GCC	
		Charlmont Center	
		Avery's Store	
		Big Y	
		Mill House - Northbound	
		Corp Center	

Finance

Total Transportation Costs
\$700,704.95

Customer Safety

Number of Preventable Accidents
3

Customer Complaints

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

Greenfield Gardens - Northbound	Greenfield Gardens - Northbound	0	13	13
---------------------------------------	------------------------------------	---	----	----

0	1	1	0	0	1
---	---	---	---	---	---