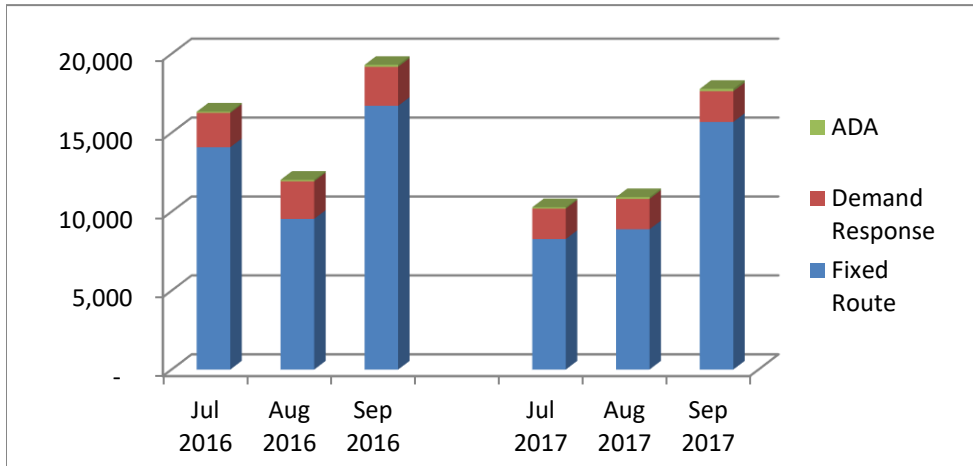


FY'18 1st Quarter Performance Measures (Jul - Sep 2017)



RouteShout transit times by text message Franklin Regional Transit Authority

Stats	07/01/17 - 09/30/17	Top Stops	07/01/17 - 09/30/17
Unique Users	97	Stop Id	Name
Total Responses	341	Keyword	SMS
SMS	98	Smartphone	Total
Smartphone	243	JWO Transit Center	JWO Transit Center
		JWO Transit Center	JWO Transit Center
		Corp Center	Corp Center
		Big Y Northampton	Big Y Northampton
		Big Y	Big Y
		Arms Library Shelburne Falls	Arms Library Shelburne Falls
		Franklin Medical	Franklin Medical
		Franklin Medical	Franklin Medical
		Leyden Woods	Leyden Woods
		South Deerfield Center	South Deerfield Center
		Academy of Music	Academy of Music
		Orange Center	Orange Center

Ridership

Fixed Route	Demand Response	ADA
32,835	5,804	345

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
117	433	1,287

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
144,768	8	97.22%

Finance

Total Transportation Costs
\$938,123.20

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	2	3	0	0