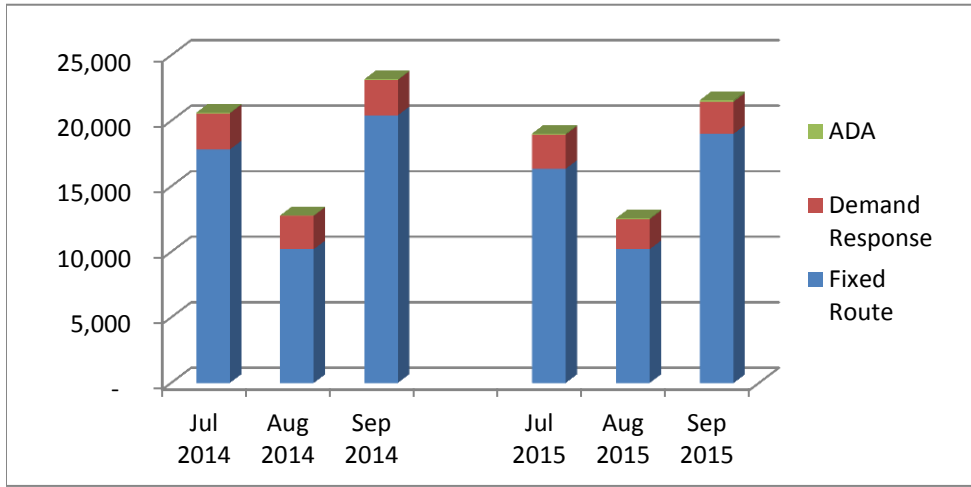


FY'16 1st Quarter Performance Measures (Jul - Sep 2015)



Ridership

Fixed Route	Demand Response	ADA
45,569	7,341	299

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
103	1,824	1,651

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
135,608	5	100.00%

Finance

Total Transportation Costs
\$853,100.31

Customer Safety

Number of Preventable Accidents
1

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Stats	07/01/15 - 09/30/15	Top Stops					07/01/15 - 09/30/15
Unique Users	216	Stop Id	Name	Keyword	SMS	Smartphone	Total
Total Responses	1,384	JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	49	181	230
SMS	203	JWO Transit Center	JWO Transit Center	FRTAJWO	49	181	230
Smartphone	1,181	Ave A & 3rd St South Deerfield Center	Ave A & 3rd St	FRTAAVEA	21	78	99
		Academy of Music	Academy of Music	FRTAOM	0	88	88
		Millers Falls	Millers Falls	FRTAMF	0	80	80
		GCC	GCC	FRTAGCC	2	76	78
		Big Y	Big Y	FRTAGBY	0	72	72
		Corp Center	Corp Center	FRTACORP	20	46	66
		Orange Center	Orange Center	FRTAORGC	11	37	48
		Fosters	Fosters	FRTAFOSTER	13	32	45
		Fosters	Fosters	FRTAFOST	13	32	45