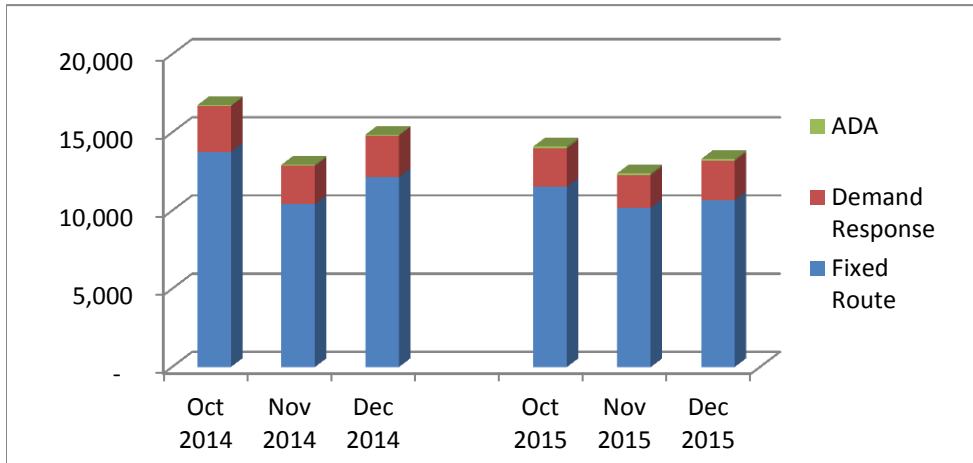


FY'16 2nd Quarter Performance Measures (Oct - Dec 2015)



RouteShout transit times by text message
Franklin Regional Transit Authority

Details

Stats	10/01/15 - 12/31/15	Top Stops	10/01/15 - 12/31/15
Unique Users	102	Stop Id	Name
Total Responses	788	Keyword	SMS
SMS	162	Smartphone	Total
Smartphone	626	Ave A & 3rd St	FRTAAVEA
		Stop & Shop	FRTASS
		Stop & Shop	FRTASAS
		JWO Transit Center	JWOTRANSITCENTER
		JWO Transit Center	FRTAJWO
		Valley Medical	FRTAVM
		GCC	FRTAGCC
		Millers Falls	FRTAMF
		Corp Center	FRTACORP
		Academy of Music	FRTAAOM
		Big Y	FRTAGBY
		Orange Center	FRTAORGC

Ridership

Fixed Route	Demand Response	ADA
32,363	7,098	347

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
93	1,619	1,077

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
139,537	2	100.00%

Finance

Total Transportation Costs
\$771,419.20

Customer Safety

Number of Preventable Accidents
1

Customer Complaints

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