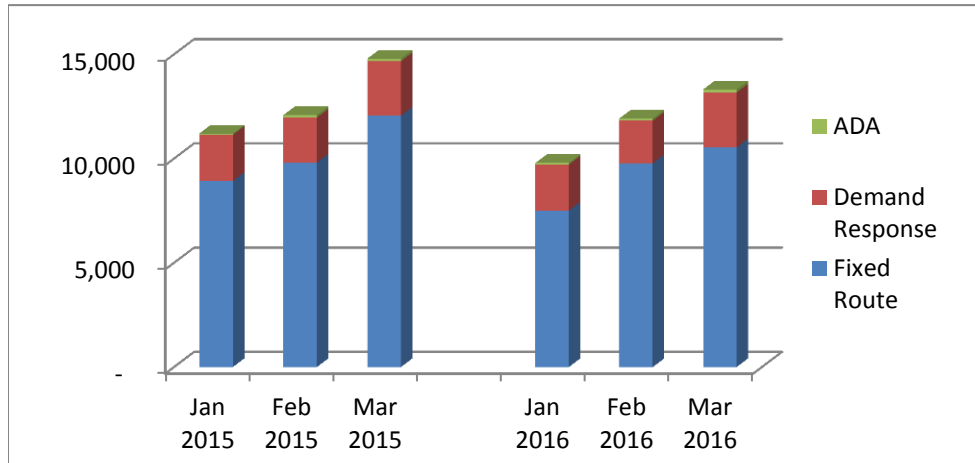


FY'16 3rd Quarter Performance Measures (Jan - Mar 2016)



Ridership

Fixed Route	Demand Response	ADA
27,816	8,097	339

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
80	747	705

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
146,075	3	100.00%

Finance

Total Transportation Costs
\$734,772.83

Customer Safety

Number of Preventable Accidents
2

Customer Complaints

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

RouteShout transit times by text message Franklin Regional Transit Authority

Stats	01/01/16 - 03/31/16	Top Stops	01/01/16 - 03/31/16
Unique Users	126	Stop Id	Name
Total Responses	1,260	Keyword	SMS
SMS	149	Smartphone	Total
Smartphone	1,111	JWO Transit Center	JWOTRANSITCENTER
		JWO Transit Center	FRTAJWO
		Fosters	FRTAFOSTER
		Fosters	FRTAFOST
		Stop & Shop	FRTASS
		Stop & Shop	FRTASAS
		GCC	FRTAGCC
		Valley Medical	FRTAVM
		Ave A & 3rd St	FRTAAVEA
		Cherry Rum Plaza	FRTACRP
		High School	FRTAGHS
		Orange Center	FRTAORGC
		Greenfield Gardens	FRTAGG