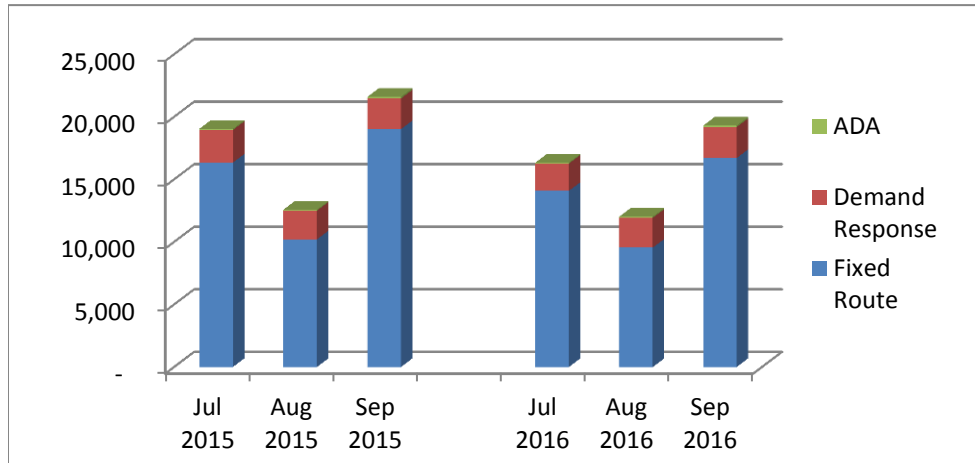


FY'17 1st Quarter Performance Measures (Jul - Sep 2016)



RouteShout transit times by text message Franklin Regional Transit Authority

Stats	07/01/16 - 09/30/16	Top Stops	07/01/16 - 09/30/16				
Unique Users	165	Stop Id	Name	Keyword	SMS	Smartphone	Total
Total Responses	908	Big Y	Big Y	FRTAGBY	0	109	109
SMS	200	JWO Transit Center	JWO Transit Center	JWOTRANSITCENTER	12	75	87
Smartphone	708	JWO Transit Center	JWO Transit Center	FRTAJWO	12	75	87
		Erving Center	Erving Center	FRTAERV	44	5	49
		GCC	GCC	FRTAGCC	1	43	44
		Valley Medical - Northbound	Valley Medical - Northbound		0	44	44
		Greenfield Gardens - Northbound	Greenfield Gardens - Northbound		0	35	35
		Orange Center	Orange Center	FRTAORGC	22	13	35
		Leyden Woods	Leyden Woods	FRTALW	0	34	34
		Elm Terrace	Elm Terrace	FRTAELM	0	33	33
		South Deerfield Center	South Deerfield Center	FRTASDC	24	7	31

Ridership

Fixed Route	Demand Response	ADA
40,338	7,029	289

Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
147	839	1,827

Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
143,754	3	100.00%

Finance

Total Transportation Costs
\$859,826.41

Customer Safety

Number of Preventable Accidents
1

Customer Complaints

Number of Complaints					
Late Bus	Early Bus	Rude Employee	Unsafe Operation	Pass By	Other
0	2	1	0	1	1