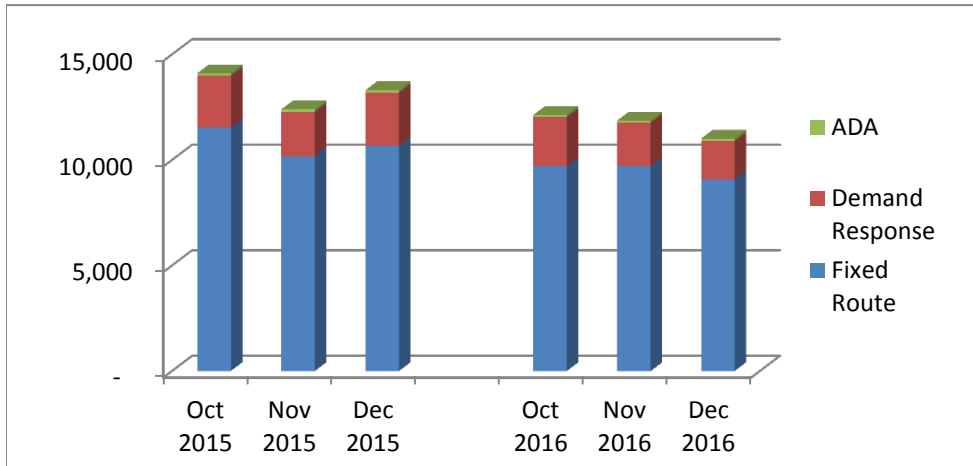


FY'17 2nd Quarter Performance Measures (Oct - Dec 2016)



Ridership

| Fixed Route | Demand Response | ADA |
|-------------|-----------------|-----|
| 28,487 | 6,213 | 310 |

Fixed Route Trip Information

| Number of Wheelchair Passengers | Number of Veteran Passengers | Number of Bicycle Passengers |
|---------------------------------|------------------------------|------------------------------|
| 126 | 867 | 1,293 |

Maintenance

| Total Miles Driven | Number of Road Calls | Preventative Maintenance Performed On-Time |
|--------------------|----------------------|--|
| 136,710 | 1 | 100.00% |

RouteShout transit times by text message Franklin Regional Transit Authority

Details

| Stats | 10/01/16 - 12/31/16 | Top Stops | 10/01/16 - 12/31/16 |
|-----------------|---------------------|---------------------------------|---------------------|
| Unique Users | 114 | Stop Id | Name |
| Total Responses | 763 | Keyword | SMS |
| SMS | 110 | Smartphone | Total |
| Smartphone | 653 | JWO | JWO Transit Center |
| | | JWOTRANSITCENTER | 25 |
| | | 93 | 118 |
| | | JWO | JWO Transit Center |
| | | FRTAJWO | 25 |
| | | 93 | 118 |
| | | Valley Medical - Northbound | 0 |
| | | 80 | 80 |
| | | Elm Terrace | 0 |
| | | 53 | 53 |
| | | Greenfield Gardens - Northbound | 0 |
| | | 51 | 51 |
| | | Mill House - Northbound | 0 |
| | | 48 | 48 |
| | | GCC | 10 |
| | | 17 | 27 |
| | | Big Y | 0 |
| | | 25 | 25 |
| | | Fosters - Northbound | 0 |
| | | 23 | 23 |
| | | South Deerfield Center | 15 |
| | | 4 | 19 |
| | | Franklin Medical | 11 |
| | | 5 | 16 |
| | | Franklin Medical | 11 |
| | | 5 | 16 |

Finance

| Total Transportation Costs |
|----------------------------|
| \$852,525.45 |

Customer Safety

| Number of Preventable Accidents |
|---------------------------------|
| 0 |

Customer Complaints

| Number of Complaints | | | | | |
|----------------------|-----------|---------------|------------------|---------|-------|
| Late Bus | Early Bus | Rude Employee | Unsafe Operation | Pass By | Other |
| 1 | 1 | 1 | 3 | 2 | 2 |