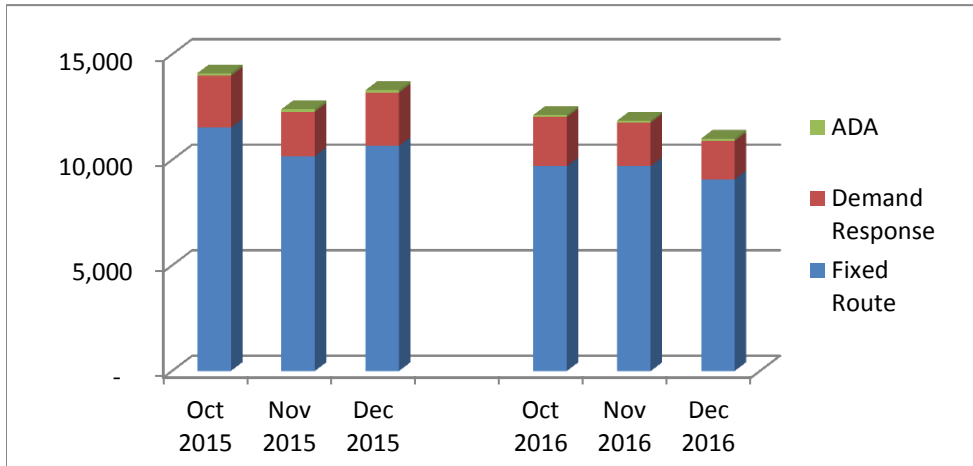


FY'17 2nd Quarter Performance Measures (Oct - Dec 2016)



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