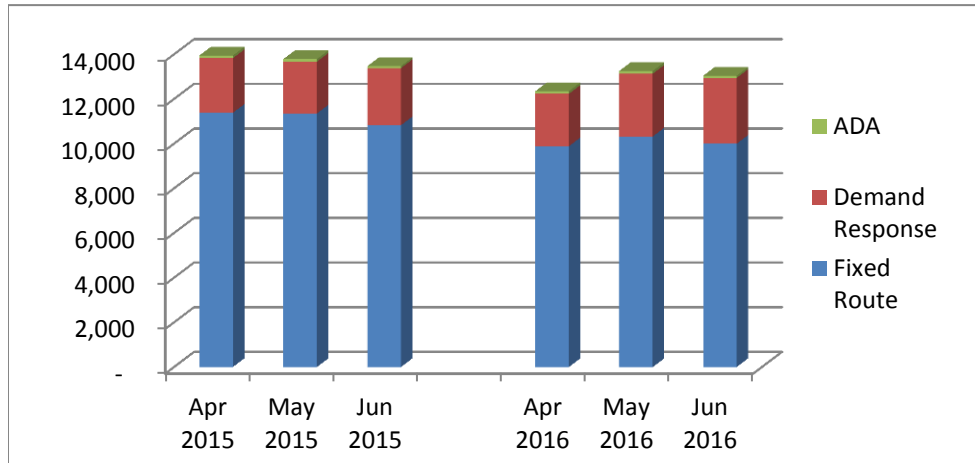


# FY'16 4th Quarter Performance Measures (Apr - Jun 2016)



## RouteShout transit times by text message Franklin Regional Transit Authority

Stats	04/01/16 - 06/30/16	Top Stops	04/01/16 - 06/30/16
Unique Users	103	Stop Id	Name
Total Responses	472	Keyword	SMS
SMS	100	Smartphone	Total
Smartphone	372	JWO Transit Center	JWOTRANSITCENTER
		JWO Transit Center	FRTAJWO
		Orange Center	FRTAORGC
		Ave A & 3rd St	FRTAAVEA
		Millers Falls	FRTAMF
		Fosters	FRTAFOSTER
		Fosters	FRTAFOST
		GCC	FRTAGCC
		South Deerfield Center	FRTASDC
		Ams Library Shelburne Falls	FRTAARMS
		Valley Medical	FRTAVM
		Cherry Rum Plaza	FRTACRP

### Ridership

Fixed Route	Demand Response	ADA
30,207	8,097	339

### Fixed Route Trip Information

Number of Wheelchair Passengers	Number of Veteran Passengers	Number of Bicycle Passengers
134	1,021	1,257

### Maintenance

Total Miles Driven	Number of Road Calls	Preventative Maintenance Performed On-Time
149,856	3	100.00%

### Finance

Total Transportation Costs
\$838,938.58

### Customer Safety

Number of Preventable Accidents
4

### Customer Complaints

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