



Southeastern Regional Transit Authority
Monthly Performance Dashboard

FY12

FIXED ROUTE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	154,878	153,485	164,463	159,853	155,390	163,226	141,583	160,440	173,436	155,429	166,201	152,464
Pass/Rev Hour	20.00	17.78	19.40	18.98	18.97	18.77	16.54	18.94	18.45	18.72	18.09	17.70
Pass/Rev Mile	1.49	1.34	1.51	1.47	1.50	1.46	1.30	1.49	1.45	1.44	1.41	1.34

DEMAND RESPONSE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	3,232	3,777	3,609	3,688	3,530	3,690	3,614	3,725	3,838	3,531	3,965	3,769
Pass/Rev Hour	1.35	1.38	1.53	1.66	1.58	1.54	1.55	1.60	1.43	1.46	1.57	1.49

SAFETY

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	0.96	0.00	0.92	0.92	0.00	0.89	0.92	3.70	1.67	1.85	2.55	0.88
Preventable DR Accidents/100K Miles	0	0	0	0	0	4.11	0	0	0	0	0	0

MAINTENANCE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K	-	-	-	-	6.74	9.81	7.36	-	12.52	18.54	10.21	13.20
Breakdowns/100K	0.00	0.00	0.00	0.00	0.00	4.11	12.90	0.00	3.71	11.42	3.47	3.71

CUSTOMER SERVICE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	0.96	1.74	0.00	0.00	3.85	2.68	1.84	3.70	4.17	2.78	2.55	1.76
Valid Complaints/100,000 DR	0.00	0.00	4.29	0.00	8.78	0.00	0.00	0.00	3.71	0.00	0.00	0.00