



Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY17

FIXED ROUTE									
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Total Passengers	187,066	212,727	248,102	243,442	231,530	230,627	213,304	197,417	238,462
Pass/Rev Hour	18.92	19.90	23.73	23.67	23.11	21.65	20.90	20.35	21.43
Pass/Rev Mile	1.51	1.59	1.91	1.90	1.84	1.73	1.67	1.77	1.65
Scheduled Trips Operated	99.95%	99.96%	99.93%	99.98%	99.98%	99.98%	99.57%	96.32%	99.98%
Missed Trips/# of Trips	0.05%	0.04%	0.07%	0.02%	0.02%	0.02%	0.43%	3.68%	0.02%
DEMAND RESPONSE									
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Total Passengers	4,975	5,307	5,255	5,059	5,243	5,535	5,264	5,059	6,231
Pass/Rev Hour	1.85	1.78	1.86	1.83	1.90	1.90	1.92	2.03	2.09
On-Time Performance	97.51%	97.72%	96.70%	96.77%	96.48%	98.08%	96.05%	97.08%	97.18%
# of Missed Trips	1	1	3	1	1	1	2	1	3
SAFETY									
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Preventable FR Accidents/100K Miles	0.77	1.42	2.85	0.73	0.74	0.70	2.18	0.84	0.00
Preventable DR Accidents/100K Miles	2.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.88
MAINTENANCE									
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Breakdowns/100K FR Miles	11.61	13.52	11.41	11.64	9.60	10	10.91	15.91	11.42
Breakdowns/100K DR Miles	-	-	2.20	-	-	-	-	-	-
CUSTOMER SERVICE									
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Valid Complaints/100,000 FR	6.96	4.98	6.42	0.73	1.48	5.59	5.82	5.02	3.36
Valid Complaints/100,000 DR	0.00	0.00	0.00	0.00	4.46	0.00	0.00	0.00	0.00



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FIXED ROUTE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	207,594	199,545	251,942	263,031	226,114	239,632	210,444	211,118	248,052	219,786	234,657	221,931
Pass/Rev Hour	20.07	20.03	24.13	24.47	23.41	22.52	20.92	21.25	22.33	22.06	22.37	20.90
Pass/Rev Mile	1.66	1.61	1.96	1.98	1.80	1.83	1.69	1.69	1.81	1.74	1.80	1.71
Scheduled Trips Operated	99.98%	99.97%	99.95%	99.95%	99.97%	99.97%	99.99%	99.97%	99.97%	99.92%	99.96%	99.96%
Missed Trips/# of Trips	0.02%	0.03%	0.05%	0.05%	0.03%	0.03%	0.01%	0.03%	0.03%	0.08%	0.04%	0.04%

DEMAND RESPONSE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	4,904	4,996	5,165	5,266	4,766	4,986	4,740	4,505	5,015	5,010	4,866	5,074
Pass/Rev Hour	1.78	1.90	2.00	1.96	2.12	1.79	1.86	1.78	1.75	1.90	1.80	1.86
On-Time Performance	98.20%	96.99%	96.94%	95.30%	97.54%	97.78%	98.72%	96.43%	98.52%	96.77%	97.77%	96.93%
# of Missed Trips	2	0	3	2	0	3	1	3	0	1	2	3

SAFETY												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	0.74	2.32	1.43	2.12	0.80	1.43	4.63	1.58	0.69	0.75	2.17	1.43
Preventable DR Accidents/100K Miles	0.00	0.00	0.00	0.00	2.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00

MAINTENANCE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K FR Miles	11.86	7.72	10.69	4.95	10.39	139,716	10.02	11.08	9.70	12.02	10.86	10.01
Breakdowns/100K DR Miles	4.63	2.33	27.33	27.81	14.37	18.04	-	-	-	-	-	23.41

CUSTOMER SERVICE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	2.97	9.26	4.28	7.78	4.79	3.58	5.40	4.75	6.93	3.76	6.51	5.00
Valid Complaints/100,000 DR	2.31	2.33	2.28	2.14	2.40	4.51	0.00	0.00	4.51	0.00	0.00	0.00



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FIXED ROUTE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	190,317	190,105	249,849	258,642	208,190	226,297	177,446	177,175	235,272	231,424	233,990	230,739
Pass/Rev Hour	19.43	20.13	24.61	24.41	22.91	21.14	19.32	19.60	22.81	23.00	23.49	22.38
Pass/Rev Mile	1.46	1.52	2.02	2.01	1.88	1.81	1.58	1.59	1.86	1.87	1.91	1.83
Scheduled Trips Operated	99.92%	99.93%	99.97%	99.97%	99.97%	99.98%	99.38%	99.00%	99.68%	99.96%	99.95%	99.97%
Missed Trips/# of Trips	0.08%	0.07%	0.03%	0.03%	0.03%	0.02%	0.62%	1.00%	0.32%	0.04%	0.05%	0.03%

DEMAND RESPONSE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	3,878	4,046	4,157	4,653	3,869	4,306	3,562	3,427	4,405	4,472	4,385	4,768
Pass/Rev Hour	1.45	1.53	1.55	1.64	1.58	1.57	1.49	1.45	1.63	1.70	1.66	1.76

SAFETY												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	3.86	2.42	2.25	0.73	0.85	2.26	1.69	5.19	3.02	0.76	0.76	0.00
Preventable DR Accidents/100K Miles	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.94	2.33	0.00	0.00	0.00

MAINTENANCE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K FR Miles	8.50	8.86	10.49	8.05	11.10	9.77	10.14	12.11	8.30	12.20	9.85	11.05
Breakdowns/100K DR Miles	-	-	5.05	-	2.69	2.42	-	2.94	2.33	2.39	2.52	2.41

CUSTOMER SERVICE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	3.86	3.22	2.25	3.66	2.56	4.51	5.92	4.32	1.51	3.81	2.27	1.47
Valid Complaints/100,000 DR	0.00	2.58	0.00	0.00	2.69	0.00	0.00	0.00	2.33	9.57	0.00	2.41



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FIXED ROUTE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	175,003	182,065	202,581	228,789	196,621	188,809	178,933	183,030	207,934	208,644	216,893	191,164
Pass/Rev Hour	18.17	18.47	21.46	22.28	20.60	19.19	18.00	19.86	20.42	20.70	20.83	19.43
Pass/Rev Mile	1.31	1.37	1.61	1.66	1.58	1.47	1.38	1.52	1.57	1.58	1.60	1.49
Scheduled Trips Operated	99.88%	99.86%	99.81%	99.83%	99.94%	99.97%	98.91%	99.88%	99.98%	99.93%	99.93%	99.90%
Missed Trips/# of Trips	0.12%	0.14%	0.19%	0.17%	0.06%	0.03%	1.09%	0.12%	0.02%	0.07%	0.07%	0.10%

DEMAND RESPONSE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	4,263	4,359	4,406	4,764	4,106	3,999	3,849	3,609	4,038	4,166	4,275	4,011
Pass/Rev Hour	1.59	1.61	1.71	1.68	1.74	1.49	1.41	1.52	1.38	1.60	1.65	1.61

SAFETY												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	0.73	0.00	2.98	1.38	1.54	2.28	0.76	1.62	1.44	1.46	0.72	5.30
Preventable DR Accidents/100K Miles	0.00	0.00	2.70	0.00	0.00	0.00	2.74	2.99	2.74	0.00	0.00	2.46

MAINTENANCE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K FR Miles	11.61	7.26	6.71	6.19	5.40	5.32	11.33	8.11	7.93	6.55	10.78	6.05
Breakdowns/100K DR Miles	8.43	8.40	-	-	2.68	-	2.74	-	2.74	2.58	-	9.85

CUSTOMER SERVICE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	10.89	10.89	11.93	4.81	6.95	7.61	2.27	7.30	5.05	2.18	3.59	2.27
Valid Complaints/100,000 DR	5.62	0.00	2.70	2.46	0.00	2.66	5.48	0.00	8.22	0.00	0.00	0.00



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FIXED ROUTE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	147,071	159,497	165,416	177,791	164,276	152,211	160,740	144,158	177,093	182,353	199,169	176,996
Pass/Rev Hour	16.84	17.21	19.23	18.91	19.22	17.85	18.02	19.37	19.93	19.97	20.14	18.78
Pass/Rev Mile	1.04	1.30	1.47	1.45	1.47	1.35	1.36	1.41	1.45	1.51	1.51	1.44

DEMAND RESPONSE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	3,669	4,143	3,856	4,420	4,108	2,999	4,267	3,598	4,366	4,483	4,510	4,136
Pass/Rev Hour	1.43	1.50	1.68	1.64	1.61	1.16	1.70	1.60	1.60	1.68	1.61	1.62

SAFETY												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	1.72	1.66	2.62	0.00	0.85	0.86	2.44	1.99	1.64	1.58	1.61	1.54
Preventable DR Accidents/100K Miles	0.00	2.95	0.00	0.00	2.91	2.96	5.31	0.00	2.85	0.00	0.00	2.66

MAINTENANCE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K FR Miles	116,276	120,630	114,356	124,428	117,069	116,280	122,832	100,267	122,306	126,306	124,338	129,531
Breakdowns/100K DR Miles	33,873	33,873	32,903	37,736	34,391	33,737	37,654	31,315	35,033	35,575	35,897	37,644

CUSTOMER SERVICE												
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	6.02	1.66	3.50	1.61	2.56	0.86	5.70	7.98	7.36	8.71	14.48	10.04
Valid Complaints/100,000 DR	2.95	2.95	3.04	2.65	0.00	0.00	7.97	6.39	11.42	0.00	5.57	5.31



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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
Preentable 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 FR Miles	-	-	-	-	6.74	9.81	7.36	-	12.52	18.54	10.21	13.20
Breakdowns/100K DR Miles	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