



Southeastern Regional Transit Authority
Monthly Performance Dashboard

FY13

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
Missed Trips/# of Trips	0.04%	0.06%	0.06%	0.08%	0.06%	0.07%	0.10%	0.13%	0.12%	0.09%	0.11%	0.13%

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	8.60	10.78	7.00	7.23	9.40	5.16	9.77	7.98	6.54	9.50	9.65	5.40
Breakdowns/100K	5.90	2.95	9.12	0.00	0.00	0.00	0.00	0.00	2.85	5.62	2.79	-

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