



Southeastern Regional Transit Authority
Monthly Performance Dashboard

FY14

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	1.45	1.45	1.49	1.38	1.54	2.28	0.76	1.62	1.44	1.46	0.72	5.30
Preventable DR Accidents/100K Miles	2.81	2.80	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	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	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