



# Southeastern Regional Transit Authority

## Monthly Performance Dashboard

### FY15

#### 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