



Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY16

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