



Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY17

FIXED ROUTE			
EXTERNAL MEASURES	JULY	AUGUST	SEPT
Total Passengers	187,066	212,727	248,102
Pass/Rev Hour	18.92	19.90	23.73
Pass/Rev Mile	1.51	1.59	1.91
Scheduled Trips Operated	99.95%	99.96%	99.93%
Missed Trips/# of Trips	0.05%	0.04%	0.07%

DEMAND RESPONSE			
EXTERNAL MEASURES	JULY	AUGUST	SEPT
Total Passengers	4,975	5,307	5,255
Pass/Rev Hour	1.85	1.78	1.86
On-Time Performance	97.51%	97.72%	96.70%
# of Missed Trips	1	1	3

SAFETY			
EXTERNAL MEASURES	JULY	AUGUST	SEPT
Preventable FR Accidents/100K Miles	0.77	1.42	2.85
Preventable DR Accidents/100K Miles	2.28	0.00	0.00

MAINTENANCE			
EXTERNAL MEASURES	JULY	AUGUST	SEPT
Breakdowns/100K FR Miles	11.61	13.52	11.41
Breakdowns/100K DR Miles	-	-	2.20

CUSTOMER SERVICE			
EXTERNAL MEASURES	JULY	AUGUST	SEPT
Valid Complaints/100,000 FR	6.96	4.98	6.42
Valid Complaints/100,000 DR	0.00	0.00	0.00