



Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY17

FIXED ROUTE								
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB
Total Passengers	187,066	212,727	248,102	243,442	231,530	230,627	213,304	197,417
Pass/Rev Hour	18.92	19.90	23.73	23.67	23.11	21.65	20.90	20.35
Pass/Rev Mile	1.51	1.59	1.91	1.90	1.84	1.73	1.67	1.77
Scheduled Trips Operated	99.95%	99.96%	99.93%	99.98%	99.98%	99.98%	99.57%	96.32%
Missed Trips/# of Trips	0.05%	0.04%	0.07%	0.02%	0.02%	0.02%	0.43%	3.68%
DEMAND RESPONSE								
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB
Total Passengers	4,975	5,307	5,255	5,059	5,243	5,535	5,264	5,059
Pass/Rev Hour	1.85	1.78	1.86	1.83	1.90	1.90	1.92	2.03
On-Time Performance	97.51%	97.72%	96.70%	96.77%	96.48%	98.08%	96.05%	97.08%
# of Missed Trips	1	1	3	1	1	1	2	1
SAFETY								
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB
Preventable FR Accidents/100K Miles	0.77	1.42	2.85	0.73	0.74	0.70	2.18	0.84
Preventable DR Accidents/100K Miles	2.28	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
Breakdowns/100K FR Miles	11.61	13.52	11.41	11.64	9.60	10	10.91	15.91
Breakdowns/100K DR Miles	-	-	2.20	-	-	-	-	-
CUSTOMER SERVICE								
EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB
Valid Complaints/100,000 FR	6.96	4.98	6.42	0.73	1.48	5.59	5.82	5.02
Valid Complaints/100,000 DR	0.00	0.00	0.00	0.00	4.46	0.00	0.00	0.00