



# Southeastern Regional Transit Authority

## Monthly Performance Dashboard

**FY17**

### FIXED ROUTE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	187,066	212,727	248,102	243,442	231,530	230,627	213,304	197,486	238,558	204,655	239,805	220,699
Pass/Rev Hour	18.92	19.90	23.73	23.67	23.11	21.65	20.90	20.27	21.34	20.90	21.80	20.72
Pass/Rev Mile	1.51	1.59	1.91	1.90	1.84	1.73	1.67	1.76	1.50	1.66	1.73	1.65
Scheduled Trips Operated	99.95%	99.96%	99.93%	99.98%	99.98%	99.98%	99.57%	96.33%	99.98%	99.96%	99.98%	99.98%
Missed Trips/# of Trips	0.05%	0.04%	0.07%	0.02%	0.02%	0.02%	0.43%	3.67%	0.02%	0.04%	0.02%	0.02%

### DEMAND RESPONSE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	4,975	5,307	5,255	5,059	5,243	5,535	5,264	5,059	6,231	5,763	6,238	6,132
Pass/Rev Hour	1.85	1.78	1.86	1.83	1.90	1.90	1.92	2.03	2.09	2.09	2.05	2.10
On-Time Performance	97.51%	97.72%	96.70%	96.77%	96.48%	98.08%	96.05%	97.08%	97.18%	98.15%	98.27%	96.32%
# of Missed Trips	1	1	3	1	1	1	2	1	3	6	3	4

### SAFETY

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	0.77	1.42	2.85	0.73	0.74	0.70	2.18	0.84	0.00	1.54	0.68	0.76
Preventable DR Accidents/100K Miles	2.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.88	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	11.61	13.52	11.41	11.64	9.60	10	10.91	15.91	11.42	10.03	9.46	11.34
Breakdowns/100K DR Miles	-	-	2.20	-	-	-	-	-	-	-	-	-

### CUSTOMER SERVICE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	6.96	4.98	6.42	0.73	1.48	5.59	5.82	5.02	3.36	6.17	8.78	4.53
Valid Complaints/100,000 DR	0.00	0.00	0.00	0.00	4.46	0.00	0.00	0.00	0.00	0.00	1.83	2.00