



Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY18

FIXED ROUTE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	183,121	207,491	237,420	251,174	229,575	212,470	198,080	205,363	221,721	213,969	248,983	222,454
Pass/Rev Hour	18.43	19.09	23.01	23.87	22.54	21.22	19.08	21.39	21.00	21.27	22.58	21.11
Pass/Rev Mile	1.46	1.53	1.83	1.92	1.81	1.59	1.51	1.69	1.67	1.69	1.79	1.77
Scheduled Trips Operated	99.98%	99.97%	99.95%	99.95%	99.97%	99.96%	96.93%	99.98%	95.80%	99.97%	99.95%	99.97%
Missed Trips/# of Trips	0.02%	0.03%	0.05%	0.05%	0.03%	0.04%	3.07%	0.02%	4.20%	0.03%	0.05%	0.03%

DEMAND RESPONSE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	5,822	6,460	6,343	6,813	6,086	5,963	5,253	5,596	6,181	6,335	6,831	6,353
Pass/Rev Hour	2.05	2.14	2.21	2.37	2.23	2.08	1.92	2.04	2.14	2.21	2.17	2.14
On-Time Performance	97.85%	98.11%	97.54%	97.62%	96.72%	97.67%	97.76%	98.39%	96.75%	98.66%	98.29%	98.35%
# of Missed Trips	1	3	2	6	4	9	2	4	8	0	4	9

SAFETY

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	0.72	2.80	1.45	1.42	3.04	3.05	0.00	1.56	2.16	0.76	1.37	1.43
Preventable DR Accidents/100K Miles	0.00	0.00	0.00	0.00	0.00	0.00	4.16	3.96	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	16.45	9.09	9.42	4.97	6.83	6.10	11.09	10.16	7.21	11.33	11.68	7.16
Breakdowns/100K DR Miles	-	-	-	-	-	-	-	-	-	-	2	-

CUSTOMER SERVICE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	8.58	9.79	5.07	10.65	12.14	9.91	5.91	4.69	2.16	4.53	5.50	4.30
Valid Complaints/100,000 DR	3.62	0.00	1.84	0.00	3.73	2.20	0.00	3.96	3.76	0.00	1.76	3.76