Southeastern Regional Transit Authority

Monthly Performance Dashboard

FY19

FIXED ROUTE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	193,424	215,458										
Pass/Rev Hour	18.99	19.73										
Pass/Rev Mile	1.50	1.60										
Scheduled Trips Operated	99.98%	100.00%										
Missed Trips/# of Trips	0.02%	0.00%										

DEMAND RESPONSE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	6,036	6,385										
Pass/Rev Hour	2.02	2.08										
On-Time Performance	98.48%	97.66%										
# of Missed Trips	1	5										

SAFETY

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	4.51	2.78										
Preventable DR Accidents/100K Miles	3.80	0.00										

MAINTENANCE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Breakdowns/100K FR Miles	24.79	23.65										
Breakdowns/100K DR Miles	-	-										

CUSTOMER SERVICE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Valid Complaints/100,000 FR	6.01	6.96										
Valid Complaints/100,000 DR	1.90	0.00										