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	235,386	262,262								
Pass/Rev Hour	18.99	19.73	23.47	23.72								
Pass/Rev Mile	1.50	1.60	1.86	1.88								
Scheduled Trips Operated	99.98%	100.00%	99.95%	99.98%								
Missed Trips/# of Trips	0.02%	0.00%	0.05%	0.02%								

DEMAND RESPONSE

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Total Passengers	6,036	6,385	6,414	7,229								
Pass/Rev Hour	2.02	2.08	2.26	2.31								
On-Time Performance	98.48%	97.66%	96.81%	95.91%								
# of Missed Trips	1	5	2	10								

SAFETY

EXTERNAL MEASURES	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE
Preventable FR Accidents/100K Miles	4.51	2.78	5.38	3.40								
Preventable DR Accidents/100K Miles	3.80	0.00	1.69	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	20.76	11.55								
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	5.38	8.15								
Valid Complaints/100,000 DR	1.90	0.00	1.69	1.54								