

**Inter Office Memo**

**To:** Board of Directors  
**From:** Bill Churchill, Director of Transportation *BC*

**Date:** September 22 2010  
**Reviewed By:**

**SUBJECT:** LINK Monthly Operating Report – July 2010

<b>SUMMARY OF ISSUES:</b>	Presented for your review is the monthly operating report for LINK for July 2010
<b>RECOMMENDATIONS:</b>	Information only
<b>FINANCIAL IMPLICATIONS:</b>	N/A
<b>OPTIONS:</b>	Information only
<b>ACTION REQUESTED:</b>	Information only
<b>ATTACHMENTS:</b>	<i>CCCTA LINK Monthly Operating Summary, July, 2010</i>

**ADDITIONAL INFORMATION:**

Although the number of registered clients has risen 6.9% actual ridership for the month of July was essentially flat when compared to July of last year with a measurable increase of two tenths of a percent. Overall productivity has remained stable despite a 3.4% increase in wheel chair boarding's. No shows continue to decrease representing an 8.6% drop over July of last year.

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**July FY09-10**

SUMMARY	July FY08/09	July FY09/10	YTD FY08/09	YTD FY09/10
TOTAL CLIENTS	13,251	13,456	13,251	13,456
TOTAL ATTENDANTS	1,388	1,190	1,388	1,190
TOTAL COMPANIONS	145	109	145	109
TOTAL PASSENGERS	14,784	14,755	14,784	14,755
TOTAL SERVICE DAYS	30	30	30	30
VEHICLE REVENUE HOURS	7399.6	7125.4	7399.6	7125.4
VEHICLE SERVICE HOURS	9099.1	8734.4	9099.1	8734.4
VEHICLE NON REV HOURS	1699.5	1609.0	1699.5	1609.0
VEHICLE SERVICE MILES	145964.0	138577.0	145964.0	138577.0
VEHICLE REVENUE MILES	120988.0	113040.0	120988.0	113040.0
VEHICLE NON REV MILES	24976.0	25537.0	24976.0	25537.0
PASS. PER REVENUE HOUR	2.00	2.07	2.00	2.07
CLIENT PER REVENUE HOUR	1.79	1.89	1.79	1.89
PASS. PER SERVICE HOUR	1.62	1.69	1.62	1.69
PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
PASS. PER REVENUE MILE	0.12	0.13	0.12	0.13
TOTAL TRANSFER TRIPS	1,302	1,306	1,302	1,306
SAME DAY TRIPS	81	92	81	92
FAREBOX REVENUE	\$17,545.50	\$16,870.50	\$17,545.50	\$16,870.50
PREPAID CLIENTS	\$17,230.00	\$23,983.50	\$17,230.00	\$23,983.50
COLLECTED BILLING	\$10,531.75	\$1,130.00	\$10,531.75	\$1,130.00
<b>TOTAL REVENUE COLLECTED</b>	<b>\$45,307.25</b>	<b>\$41,984.00</b>	<b>\$45,307.25</b>	<b>\$41,984.00</b>
CHARGEABLE ACCIDENTS	0	0	0	0
SERVICE COMPLAINTS	1	0	1	0
SERVICE COMMENDATIONS	4	1	4	1
SERVICE DENIALS	0	0	0	0
ROAD CALLS	1	2	1	2
DRIVER TURNOVER	0.0	1.4	0.0	1.4
SCHEDULE ADHERENCE	96%	96%	96%	96%
WHEELCHAIR BOARDINGS	3,742	3,873	3,742	3,873
W/C LIFT AVAILABILITY	100%	100%	100%	100%
REGISTERED CLIENTS	7,644	8,211	N/A	N/A
UNDUPLICATED CLIENTS	1,229	1,142	N/A	N/A
NO-SHOWS	63	58	63	58
CANCELS	3,657	1,998	3,657	1,998
AVG. TRIP LENGTH (MILES)	9.9	9.4	9.9	9.4
AVG. SM BUSES IN SERVICE	3	3	3	3
AVG. BUSES IN SERVICE	48	48	48	48
TOTAL FUEL/GALLONS	18,383	21,445	18,383	21,445
FLEET M.P.G.	7.9	6.5	7.9	6.5