

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
September FY10/11

SUMMARY	September FY 09/10	September FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	13,332	13,029	39,725	38,284
2 TOTAL ATTENDANTS	1,191	1,135	3,571	3,427
3 TOTAL COMPANIONS	65	41	260	160
4 TOTAL PASSENGERS	14,588	14,205	43,556	41,851
5 TOTAL SERVICE DAYS	29	29	90	91
6 VEHICLE REVENUE HOURS	7,321.98	6,921.97	21127.70	20,998.57
7 VEHICLE SERVICE HOURS	9,134.30	8,395.24	25705.6	25,475.86
8 VEHICLE NON REV HOURS	1,746.85	1,473.27	4512.6	4,477.29
9 VEHICLE SERVICE MILES	147,066	130,552	423310.0	399,217
10 VEHICLE REVENUE MILES	121,279	108,032	346817.0	325,798
11 VEHICLE NON REV MILES	25,787	22,520	76493.0	70,714
12 PASS. PER REVENUE HOUR	1.99	2.05	2.06	1.99
13 CLIENT PER REVENUE HOUR	1.82	1.88	1.88	1.82
14 PASS. PER SERVICE HOUR	1.60	1.69	1.69	1.64
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.10
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,054	1,307	3,629	3,411
18 SAME DAY TRIPS	38	112	207	612
19 *SUBSCRIPTION TRIPS	N/A	8,565	N/A	25,110
20 *DEMAND	N/A	4,303	N/A	12,721
21 FAREBOX REVENUE	\$16,643.00	\$15,054.00	\$49,692.50	\$43,487.00
22 PREPAID CLIENTS	\$9,520.50	\$24,365.00	\$57,967.82	\$75,787.50
23 COLLECTED BILLING	\$19,188.00	\$12,236.00	\$29,100.00	\$15,152.00
24 TOTAL REVENUE COLLECTED	\$45,351.50	\$51,655.00	\$136,760.32	\$134,426.50
25 CHARGEABLE ACCIDENTS	0	0	0	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	0	0	3	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	10	11
30 DRIVER TURNOVER	0.0	0.0	1.4	2.90
31 SCHEDULE ADHERENCE	87.0%	94.5%	91.5%	94.2%
32 WHEELCHAIR BOARDING'S	3,823	3,345	11,319	10,147
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,337	9,073	N/A	N/A
35 UNDUPLICATED CLIENTS	1,189	1,080	N/A	N/A
36 NO-SHOWS	36	107	113	322
37 CANCELS	1,594	1,845	5,276	5,711
38 AVG. TRIP LENGTH (MILES)	10	9.2	9.7	9.5
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	20,126	17,780	61,381	55,169
42 FLEET M.P.G.	7.31	7.34	6.9	7.2
43 *DRIVER ROAD CHECK	N/A	80	N/A	234
44 *RIDER SURVEY'S	N/A	8	N/A	20
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,408	9,079	5,408	9,079