

CCCTA LINK
MONTHLY OPERATING SUMMARY
October FY10/11

SUMMARY	October FY09/10	October FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	14,384	13,014	54,109	51,278
2 TOTAL ATTENDANTS	1,073	1,119	4,644	4,546
3 TOTAL COMPANIONS	90	75	350	235
4 TOTAL PASSENGERS	15,547	14,208	59,103	56,059
5 TOTAL SERVICE DAYS	31	31	121	122
6 VEHICLE REVENUE HOURS	7,682.52	6,936.13	28,810.20	27,934.70
7 VEHICLE SERVICE HOURS	9,186.65	8,425.71	34,892.30	33,901.57
8 VEHICLE NON REV HOURS	1,504.13	1,489.57	6,081.80	5,966.86
9 VEHICLE SERVICE MILES	151,737	132,478	575,047	531,695
10 VEHICLE REVENUE MILES	125,808	110,187	472,625	435,985
11 VEHICLE NON REV MILES	25,929	22,291	102,422	93,005
12 PASS. PER REVENUE HOUR	2.02	2.05	2.05	2.01
13 CLIENT PER REVENUE HOUR	1.87	1.88	1.88	1.84
14 PASS. PER SERVICE HOUR	1.69	1.69	1.69	1.65
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,612	1,135	5,241	4,546
18 SAME DAY TRIPS	116	243	323	855
19 *SUBSCRIPTION TRIPS	N/A	8,504	N/A	33,614
20 *DEMAND	N/A	4,402	N/A	17,123
21 FAREBOX REVENUE	\$17,853.50	\$15,381.50	\$67,546.00	\$58,868.50
22 PREPAID CLIENTS	\$23,209.90	\$32,395.00	\$81,177.72	\$108,182.50
23 COLLECTED BILLING	\$8,692.00	\$7,074.00	\$37,792.00	\$22,226.00
24 TOTAL REVENUE COLLECTED	\$49,755.40	\$54,850.50	\$186,515.72	\$189,277.00
25 CHARGEABLE ACCIDENTS	1	0	1	0
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	1	0	4	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	13	14
30 DRIVER TURNOVER	0.0	0.0	1.4	2.90
31 SCHEDULE ADHERENCE	95%	92.4%	95%	94.2%
32 WHEELCHAIR BOARDING'S	3,929	3,339	15,248	13,486
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,468	8,887	N/A	N/A
35 UNDUPLICATED CLIENTS	1,177	1,106	N/A	N/A
36 NO-SHOWS	31	47	144	369
37 CANCELS	1,868	1,952	7,144	7,663
38 AVG. TRIP LENGTH (MILES)	9.8	9.3	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	21,105.0	20,148.4	82,486.0	75,317.5
42 FLEET M.P.G.	7.19	6.58	6.97	7.06
43 *DRIVER ROAD CHECK	N/A	28	N/A	262
44 *RIDER SURVEY'S	N/A	13	N/A	33
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	N/A	0	5,408	9,079