

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

SUMMARY	November FY09/10	November FY 10/11	YTD FY09/10	YTD FY10/11
TOTAL CLIENTS	12,157	12,174	66,266	63,452
TOTAL ATTENDANTS	995	904	5,639	5,450
TOTAL COMPANIONS	76	65	426	300
TOTAL PASSENGERS	13,228	13,143	72,331	69,202
TOTAL SERVICE DAYS	29	30	150	152
VEHICLE REVENUE HOURS	6,525	6,552	35,335	34,486
VEHICLE SERVICE HOURS	7,999	7,968	42,891	41,870
VEHICLE NON REV HOURS	1,474	1,417	7,556	7,384
VEHICLE SERVICE MILES	125,553	123,165	700,600	654,860
VEHICLE REVENUE MILES	108,004	103,228	580,629	539,213
VEHICLE NON REV MILES	17,549	22,483	119,971	115,488
PASS. PER REVENUE HOUR	2.03	2.01	2.05	2.01
CLIENT PER REVENUE HOUR	1.86	1.86	1.88	1.84
PASS. PER SERVICE HOUR	1.65	1.65	1.69	1.65
PASS. PER SERVICE MILE	0.11	0.11	0.10	0.11
PASS. PER REVENUE MILE	0.12	0.13	0.12	0.13
TOTAL TRANSFER TRIPS	1,446	1,023	6,687	5,569
SAME DAY TRIPS	88	255	411	1,110
*SUBSCRIPTION TRIPS	8,570	8,351	N/A	41,965
*DEMAND	3,587	3,743	N/A	20,866
FAREBOX REVENUE	\$15,060.00	\$13,910.00	\$82,606.00	\$72,778.50
PREPAID CLIENTS	\$22,507.00	\$26,484.00	\$103,624.72	\$134,666.50
COLLECTED BILLING	\$17,748.00	\$8,333.00	\$55,540.00	\$30,559.00
TOTAL REVENUE COLLECTED	\$55,315.00	\$48,727.00	\$241,770.72	\$238,004.00
CHARGEABLE ACCIDENTS	2	0	3	0
SERVICE COMPLAINTS	1	0	5	0
SERVICE COMMENDATIONS	0	0	4	0
SERVICE DENIALS	0	0	0	0
ROAD CALLS	4	2	17	16
DRIVER TURNOVER	0.0	0.0	4.0	2.90
SCHEDULE ADHERENCE	94%	95%	94%	94.3%
WHEELCHAIR BOARDING'S	3,586	3,206	18,834	16,692
W/C LIFT AVAILABILITY	100%	100%	100%	100%
REGISTERED CLIENTS	8,546	9,630	N/A	N/A
UNDUPLICATED CLIENTS	1,130	1,098	N/A	N/A
NO-SHOWS	10	43	154	412
CANCELS	1,864	1,782	9,008	9,445
AVG. TRIP LENGTH (MILES)	9.5	9.4	9.7	9.5
AVG. SM BUSES IN SERVICE	3	3	3	3
AVG. BUSES IN SERVICE	48	48	48	48
TOTAL FUEL/GALLONS	14,565.0	16,411	97,051.0	91,728.5
FLEET M.P.G.	8.62	7.51	7.22	7.14
*DRIVER ROAD CHECK	36	32	N/A	294
*RIDER SURVEY'S	2	10	N/A	43
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
AMB LIFT BOARDINGS	N/A	0	5,408	9,079