

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

| <b>SUMMARY</b>              | <b>January<br/>FY09/10</b> | <b>January<br/>FY 10/11</b> | <b>YTD<br/>FY09/10</b> | <b>YTD<br/>FY10/11</b> |
|-----------------------------|----------------------------|-----------------------------|------------------------|------------------------|
| 1 TOTAL CLIENTS             | 12,026                     | 12,162                      | 90,976                 | 87,436                 |
| 2 TOTAL ATTENDANTS          | 861                        | 896                         | 7,483                  | 7,339                  |
| 3 TOTAL COMPANIONS          | 1,098                      | 77                          | 1,597                  | 446                    |
| 4 TOTAL PASSENGERS          | 13,985                     | 13,135                      | 100,056                | 95,221                 |
| 5 TOTAL SERVICE DAYS        | 30                         | 30                          | 210                    | 212                    |
| 6 VEHICLE REVENUE HOURS     | 6,550.20                   | 6,579.37                    | 48,802.60              | 47,801.54              |
| 7 VEHICLE SERVICE HOURS     | 7,854.80                   | 8,026.59                    | 59,206.20              | 58,190.83              |
| 8 VEHICLE NON REV HOURS     | 1,304.40                   | 1,447.23                    | 10,403.30              | 10,389.30              |
| 9 VEHICLE SERVICE MILES     | 125,730                    | 127,659                     | 955,777                | 908,306                |
| 10 VEHICLE REVENUE MILES    | 103,720                    | 105,600                     | 790,351                | 747,598                |
| 11 VEHICLE NON REV MILES    | 22,010                     | 22,059                      | 165,426                | 160,549                |
| 12 PASS. PER REVENUE HOUR   | 2.14                       | 2.00                        | 2.05                   | 1.99                   |
| 13 CLIENT PER REVENUE HOUR  | 1.84                       | 1.85                        | 1.86                   | 1.83                   |
| 14 PASS. PER SERVICE HOUR   | 1.78                       | 1.64                        | 1.69                   | 1.64                   |
| 15 PASS. PER SERVICE MILE   | 0.11                       | 0.10                        | 0.10                   | 0.10                   |
| 16 PASS. PER REVENUE MILE   | 0.13                       | 0.12                        | 0.13                   | 0.13                   |
| 17 TOTAL TRANSFER TRIPS     | 1,098                      | 962                         | 18,765                 | 7,404                  |
| 18 SAME DAY TRIPS           | 159                        | 253                         | 705                    | 1,637                  |
| 19 *SUBSCRIPTION TRIPS      | 8,216                      | 8,386                       | 25,655                 | 58,370                 |
| 20 *DEMAND                  | 3,651                      | 3,684                       | 11,053                 | 28,293                 |
| 21 FAREBOX REVENUE          | \$14,384.50                | \$13,771.50                 | \$112,393.13           | \$100,790.00           |
| 22 PREPAID CLIENTS          | \$23,444.06                | \$1,360.00                  | \$148,440.78           | \$164,201.50           |
| 23 COLLECTED BILLING        | \$9,962.00                 | \$11,411.60                 | \$66,702.00            | \$54,348.60            |
| 24 TOTAL REVENUE COLLECTED  | \$47,790.56                | \$26,543.10                 | \$327,535.91           | \$319,340.10           |
| 25 CHARGEABLE ACCIDENTS     | 0                          | 1                           | 5                      | 1                      |
| 26 SERVICE COMPLAINTS       | 1                          | 0                           | 5                      | 0                      |
| 27 SERVICE COMMENDATIONS    | 2                          | 0                           | 10                     | 0                      |
| 28 SERVICE DENIALS          | 0                          | 0                           | 0                      | 0                      |
| 29 ROAD CALLS               | 3                          | 3                           | 20                     | 22                     |
| 30 DRIVER TURNOVER          | 0.0                        | 0.0                         | 5.3                    | 2.90                   |
| 31 SCHEDULE ADHERENCE       | 95%                        | 95%                         | 96%                    | 95%                    |
| 32 WHEELCHAIR BOARDING'S    | 3,385                      | 3,144                       | 25,882                 | 23,060                 |
| 33 W/C LIFT AVAILABILITY    | 100%                       | 100%                        | 100%                   | 100%                   |
| 34 REGISTERED CLIENTS       | 8,712                      | 9,168                       | N/A                    | N/A                    |
| 35 UNDUPLICATED CLIENTS     | 1,099                      | 1,039                       | N/A                    | N/A                    |
| 36 NO-SHOWS                 | 62                         | 65                          | 263                    | 523                    |
| 37 CANCELS                  | 1,856                      | 1,723                       | 13,081                 | 13,273                 |
| 38 AVG. TRIP LENGTH (MILES) | 9.0                        | 9.7                         | 9.6                    | 9.5                    |
| 39 AVG. SM BUSES IN SERVICE | 5                          | 3                           | 5                      | 3                      |
| 40 AVG. BUSES IN SERVICE    | 48                         | 48                          | 48                     | 48                     |
| 41 TOTAL FUEL/GALLONS       | 16,481                     | 17,473                      | 135,800                | 127,034                |
| 42 FLEET M.P.G.             | 7.6                        | 7.3                         | 7.0                    | 7.2                    |
| 43 *DRIVER ROAD CHECK       | 69                         | 33                          | 133                    | 349                    |
| 44 *RIDER SURVEY'S          | 11                         | 18                          | 13                     | 71                     |
| *STARTED REPORTING 12-01-09 |                            |                             |                        |                        |
| QUARTERLY STARTS (3RD)      |                            |                             |                        |                        |
| 45 AMB LIFT BOARDINGS       | 0                          | N/A                         | 10,884                 | 17,172                 |

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

| <b>SUMMARY</b>              | <b>February<br/>FY09/10</b> | <b>February<br/>FY 10/11</b> | <b>YTD<br/>FY09/10</b> | <b>YTD<br/>FY10/11</b> |
|-----------------------------|-----------------------------|------------------------------|------------------------|------------------------|
| 1 TOTAL CLIENTS             | 12,441                      | 11,816                       | 103,417                | 99,252                 |
| 2 TOTAL ATTENDANTS          | 1,306                       | 833                          | 8,789                  | 8,172                  |
| 3 TOTAL COMPANIONS          | 44                          | 97                           | 1,641                  | 543                    |
| 4 TOTAL PASSENGERS          | 13,791                      | 12,746                       | 113,847                | 107,967                |
| 5 TOTAL SERVICE DAYS        | 28                          | 28                           | 238                    | 240                    |
| 6 VEHICLE REVENUE HOURS     | 6,564.50                    | 6,192.50                     | 55,367.10              | 53,994.04              |
| 7 VEHICLE SERVICE HOURS     | 7,832.10                    | 7,642.33                     | 67,038.30              | 65,833.16              |
| 8 VEHICLE NON REV HOURS     | 1,267.60                    | 1,449.82                     | 11,605.80              | 11,839.12              |
| 9 VEHICLE SERVICE MILES     | 128,014                     | 118,977                      | 1,083,791              | 1,027,283              |
| 10 VEHICLE REVENUE MILES    | 103,643                     | 98,337                       | 893,994                | 845,935                |
| 11 VEHICLE NON REV MILES    | 20,968                      | 20,640                       | 187,662                | 181,189                |
| 12 PASS. PER REVENUE HOUR   | 2.10                        | 2.06                         | 2.06                   | 2.00                   |
| 13 CLIENT PER REVENUE HOUR  | 1.90                        | 1.91                         | 1.87                   | 1.84                   |
| 14 PASS. PER SERVICE HOUR   | 1.76                        | 1.67                         | 1.70                   | 1.64                   |
| 15 PASS. PER SERVICE MILE   | 0.11                        | 0.11                         | 0.11                   | 0.11                   |
| 16 PASS. PER REVENUE MILE   | 0.13                        | 0.13                         | 0.13                   | 0.13                   |
| 17 TOTAL TRANSFER TRIPS     | 991                         | 944                          | 19,756                 | 8,348                  |
| 18 SAME DAY TRIPS           | 147                         | 228                          | 852                    | 1,865                  |
| 19 SUBSCRIPTION TRIPS       | 8,262                       | 8,138                        | 33,917                 | 66,508                 |
| 20 DEMAND                   | 4,179                       | 3,613                        | 15,092                 | 31,906                 |
| 21 FAREBOX REVENUE          | \$15,049.00                 | \$13,127.50                  | \$127,442.13           | \$113,917.50           |
| 22 PREPAID CLIENTS          | \$25,146.50                 | \$35,747.00                  | \$173,587.28           | \$199,948.50           |
| 23 COLLECTED BILLING        | \$17,164.00                 | \$12,432.00                  | \$83,866.00            | \$66,780.60            |
| 24 TOTAL REVENUE COLLECTED  | \$57,359.50                 | \$61,306.50                  | \$384,895.41           | \$380,646.60           |
| 25 CHARGEABLE ACCIDENTS     | 1                           | 1                            | 6                      | 2                      |
| 26 SERVICE COMPLAINTS       | 0                           | 0                            | 5                      | 0                      |
| 27 SERVICE COMMENDATIONS    | 1                           | 0                            | 11                     | 0                      |
| 28 SERVICE DENIALS          | 0                           | 0                            | 0                      | 0                      |
| 29 ROAD CALLS               | 1                           | 0                            | 21                     | 22                     |
| 30 DRIVER TURNOVER          | 2.7                         | 1.5                          | 8.0                    | 2.08                   |
| 31 SCHEDULE ADHERENCE       | 95%                         | 94%                          | 95%                    | 95%                    |
| 32 WHEELCHAIR BOARDING'S    | 3,413                       | 2,884                        | 29,295                 | 25,944                 |
| 33 W/C LIFT AVAILABILITY    | 100%                        | 100%                         | 100%                   | 100%                   |
| 34 REGISTERED CLIENTS       | 8,803                       | 8,733                        | N/A                    | N/A                    |
| 35 UNDUPLICATED CLIENTS     | 1,126                       | 1,058                        | N/A                    | N/A                    |
| 36 NO-SHOWS                 | 38                          | 35                           | 301                    | 558                    |
| 37 CANCELS                  | 1,928                       | 1,511                        | 15,009                 | 14,784                 |
| 38 AVG. TRIP LENGTH (MILES) | 9.3                         | 9.3                          | 9.5                    | 9.5                    |
| 39 AVG. SM BUSES IN SERVICE | 5                           | 5                            | 5                      | 5                      |
| 40 AVG. BUSES IN SERVICE    | 48                          | 48                           | 48                     | 48                     |
| 41 TOTAL FUEL/GALLONS       | 17,059                      | 16,666                       | 152,859                | 143,700                |
| 42 FLEET M.P.G.             | 7.5                         | 7.1                          | 7.1                    | 7.1                    |
| 43 DRIVER ROAD CHECK        | 157                         | 21                           | 290                    | 370                    |
| 44 RIDER SURVEY'S           | 5                           | 8                            | 18                     | 79                     |
| QUARTERLY STARTS (3RD)      |                             |                              |                        |                        |
| 45 AMB LIFT BOARDINGS       | 0                           | N/A                          | 10,884                 | 17,172                 |