

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

SUMMARY	February FY09/10	February FY 10/11	YTD FY09/10	YTD FY10/11
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	6,565	6,193	55,367	53,994
7 VEHICLE SERVICE HOURS	7,832	7,642	67,038	65,833
8 VEHICLE NON REV HOURS	1,268	1,450	11,606	11,839
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