

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

SUMMARY	MARCH FY09/10	MARCH FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	14,267	14,040	117,684	113,292
2 TOTAL ATTENDANTS	1,489	1,009	10,278	9,181
3 TOTAL COMPANIONS	63	97	1,704	640
4 TOTAL PASSENGERS	15,819	15,146	129,666	123,113
5 TOTAL SERVICE DAYS	31	31	269	271
6 VEHICLE REVENUE HOURS	7695.7	7,278.64	63062.8	61,272.68
7 VEHICLE SERVICE HOURS	9247.5	8,916.80	76285.8	74,749.96
8 VEHICLE NON REV HOURS	1551.9	1,638.16	13223.0	13,477.28
9 VEHICLE SERVICE MILES	148713.0	141,206	1232504.0	1,168,489
10 VEHICLE REVENUE MILES	124245.0	116,511	1018239.0	962,446
11 VEHICLE NON REV MILES	24468.0	24,655	214265.0	205,844
12 PASS. PER REVENUE HOUR	2.06	2.08	2.06	2.01
13 CLIENT PER REVENUE HOUR	1.85	1.93	1.87	1.85
14 PASS. PER SERVICE HOUR	1.71	1.70	1.70	1.65
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	1,321	1,038	21,077	8,513
18 SAME DAY TRIPS	166	248	1,018	1,839
19 SUBSCRIPTION TRIPS	9,707	9,454	43,624	67,943
20 DEMAND	4,560	4,496	19,652	32,659
21 FAREBOX REVENUE	\$16,585.00	\$15,819.50	\$144,027.13	\$129,737.00
22 PREPAID CLIENTS	\$30,922.50	\$30,478.50	\$204,509.78	\$230,427.00
23 COLLECTED BILLING	\$2,008.00	\$1,536.00	\$85,874.00	\$68,316.60
24 TOTAL REVENUE COLLECTED	\$49,515.50	\$47,834.00	\$434,410.91	\$428,480.60
25 CHARGEABLE ACCIDENTS	2	0	8	2
26 SERVICE COMPLAINTS	1	0	6	0
27 SERVICE COMMENDATIONS	2	0	13	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	3	25	25
30 DRIVER TURNOVER	0.0	2.1	8.0	2.08
31 SCHEDULE ADHERENCE	93%	94%	94%	95%
32 WHEELCHAIR BOARDING'S	4,041	3,520	33,336	29,464
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,865	10,149	N/A	N/A
35 UNDUPLICATED CLIENTS	1,133	1,083	N/A	N/A
36 NO-SHOWS	57	60	358	618
37 CANCELS	2,260	1,959	17,269	16,743
38 AVG. TRIP LENGTH (MILES)	9.4	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	19,475	18,416	172,334	162,116
42 FLEET M.P.G.	7.8	7.7	7.2	7.2
43 DRIVER ROAD CHECK	182	16	472	386
44 RIDER SURVEY'S	8	10	26	89
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,604	9,060	16,488	26,232