

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

SUMMARY	APRIL FY09/10	APRIL FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,793	12,904	130,477	126,196
2 TOTAL ATTENDANTS	1,318	1,219	11,596	10,400
3 TOTAL COMPANIONS	55	78	1,759	718
4 TOTAL PASSENGERS	14,166	14,201	143,832	137,314
5 TOTAL SERVICE DAYS	30	30	299	301
6 VEHICLE REVENUE HOURS	7,134	6,401	70,196	67,674
7 VEHICLE SERVICE HOURS	8,626	7,946	84,912	82,696
8 VEHICLE NON REV HOURS	1,493	1,545	14,716	15,023
9 VEHICLE SERVICE MILES	134,992	128,077	1,367,496	1,296,566
10 VEHICLE REVENUE MILES	110,455	106,811	1,128,694	1,069,257
11 VEHICLE NON REV MILES	24,537	21,266	238,802	227,110
12 PASS. PER REVENUE HOUR	1.99	2.22	2.05	2.03
13 CLIENT PER REVENUE HOUR	1.79	2.02	1.86	1.86
14 PASS. PER SERVICE HOUR	1.64	1.79	1.69	1.66
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,143	934	12,320	9,447
18 SAME DAY TRIPS	174	252	1,192	2,091
19 SUBSCRIPTION TRIPS	8,564	8,762	52,188	76,705
20 DEMAND	4,096	4,061	23,748	36,630
21 FAREBOX REVENUE	\$14,415.50	\$14,161.50	\$158,442.63	\$143,898.50
22 PREPAID CLIENTS	\$25,929.50	\$27,359.19	\$230,439.28	\$257,786.19
23 COLLECTED BILLING	\$10,392.00	\$6,672.00	\$96,266.00	\$74,988.60
24 TOTAL REVENUE COLLECTED	\$50,737.00	\$48,192.69	\$485,147.91	\$476,673.29
25 CHARGEABLE ACCIDENTS	1	0	9	2
26 SERVICE COMPLAINTS	1	1	7	1
27 SERVICE COMMENDATIONS	1	0	14	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	2	30	27
30 DRIVER TURNOVER	0.0	0.0	8.0	2.08
31 SCHEDULE ADHERENCE	94%	94%	94%	95%
32 WHEELCHAIR BOARDING'S	3,740	3,256	37,076	32,720
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,943	9,304	N/A	N/A
35 UNDUPLICATED CLIENTS	1,097	1,104	N/A	N/A
36 NO-SHOWS	56	46	414	664
37 CANCELS	2,289	1,856	19,558	18,599
38 AVG. TRIP LENGTH (MILES)	9.5	9.0	9.5	9.4
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	18,856	18,163	191,190	180,279
42 FLEET M.P.G.	7.2	7.1	7.2	7.2
43 DRIVER ROAD CHECK	133	22	605	408
44 RIDER SURVEY'S	8	12	34	101
45 AMB LIFT BOARDINGS	0	0	16,488	26,232

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

SUMMARY	MAY FY09/10	MAY FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,326	12,991	142,803	139,187
2 TOTAL ATTENDANTS	1,423	1,043	13,019	11,443
3 TOTAL COMPANIONS	91	90	1,850	808
4 TOTAL PASSENGERS	13,840	14,124	157,672	151,438
5 TOTAL SERVICE DAYS	31	31	330	332
6 VEHICLE REVENUE HOURS	6,730	6,590	76,926	74,264
7 VEHICLE SERVICE HOURS	8,077	8,127	92,989	90,823
8 VEHICLE NON REV HOURS	1,347	1,538	15,916	16,561
9 VEHICLE SERVICE MILES	130,323	138,704	1,497,819	1,435,270
10 VEHICLE REVENUE MILES	107,865	116,720	1,236,559	1,185,977
11 VEHICLE NON REV MILES	22,458	21,984	261,260	249,094
12 PASS. PER REVENUE HOUR	2.06	2.14	2.05	2.04
13 CLIENT PER REVENUE HOUR	1.83	1.97	1.86	1.87
14 PASS. PER SERVICE HOUR	1.71	1.74	1.70	1.67
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,066	945	13,386	10,392
18 SAME DAY TRIPS	265	220	1,457	2,311
19 SUBSCRIPTION TRIPS	8,135	8,962	60,323	85,667
20 DEMAND	4,044	3,962	27,792	40,592
21 FAREBOX REVENUE	\$13,939.00	\$14,417.50	\$172,381.63	\$158,316.50
22 PREPAID CLIENTS	\$23,385.00	\$29,246.50	\$253,824.28	\$287,032.50
23 COLLECTED BILLING	\$508.00	\$502.00	\$96,774.00	\$75,491.00
24 TOTAL REVENUE COLLECTED	\$37,832.00	\$44,166.00	\$522,979.91	\$520,840.00
25 CHARGEABLE ACCIDENTS	1	0	10	2
26 SERVICE COMPLAINTS	0	1	7	2
27 SERVICE COMMENDATIONS	0	2	14	2
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	4	32	31
30 DRIVER TURNOVER	2.7	0.0	13.3	2.1
31 SCHEDULE ADHERENCE	94%	94%	96%	95%
32 WHEELCHAIR BOARDING'S	3,794	3,237	40,870	35,957
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,501	8,937	N/A	N/A
35 UNDUPLICATED CLIENTS	1,075	1,087	N/A	N/A
36 NO-SHOWS	50	50	464	714
37 CANCELS	2,025	1,833	21,583	20,432
38 AVG. TRIP LENGTH (MILES)	9.4	9.8	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	17,816	17,133	209,006	197,412
42 FLEET M.P.G.	7.5	6.8	5.9	6.0