

CCCTA LINK  
MONTHLY OPERATING SUMMARY  
OCTOBER FY11/12

SUMMARY	OCTOBER FY 10/11	OCTOBER FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	13,014	13,018	51,278	51,561
2 TOTAL ATTENDANTS	1,119	1,141	4,546	4,119
3 TOTAL COMPANIONS	75	73	235	334
4 TOTAL PASSENGERS	14,208	14,232	56,059	56,014
5 TOTAL SERVICE DAYS	31	30	122	120
6 VEHICLE REVENUE HOURS	6,936	6,851	27,935	26,968
7 VEHICLE SERVICE HOURS	8,426	8,245	33,902	32,745
8 VEHICLE NON REV HOURS	1,490	1,394	5,967	5,777
9 VEHICLE SERVICE MILES	132,478	126,987	531,695	516,939
10 VEHICLE REVENUE MILES	110,187	110,150	435,985	433,415
11 VEHICLE NON REV MILES	22,291	21,105	93,005	87,792
12 PASS. PER REVENUE HOUR	2.05	2.08	2.01	2.08
13 CLIENT PER REVENUE HOUR	1.88	1.90	1.84	1.91
14 PASS. PER SERVICE HOUR	1.69	1.73	1.65	1.71
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	1,135	939	4,546	3,887
18 SAME DAY TRIPS	243	214	855	987
19 SUBSCRIPTION TRIPS	8,504	8,191	33,614	33,126
20 DEMAND	4,402	4,724	17,123	18,083
21 FAREBOX REVENUE	\$15,381.50	\$14,399.00	\$58,868.50	\$57,518.00
22 PREPAID CLIENTS	\$32,395.00	\$13,573.00	\$108,182.50	\$50,382.00
23 COLLECTED BILLING	\$7,074.00	\$31,824.00	\$22,226.00	\$115,392.00
24 TOTAL REVENUE COLLECTED	\$54,850.50	\$59,796.00	\$189,277.00	\$223,292.00
25 CHARGEABLE ACCIDENTS	0	0	0	2
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	1	0	4
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	14	12
30 DRIVER TURNOVER	0	0	3	5
31 SCHEDULE ADHERENCE	92%	92%	94%	96%
32 WHEELCHAIR BOARDING'S	3,339	3,501	13,486	13,709
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,887	9,018	N/A	N/A
35 UNDUPLICATED CLIENTS	1,106	1,077	N/A	N/A
36 NO-SHOWS	47	57	369	255
37 CANCELS	1,952	1,799	7,663	7,879
38 AVG. TRIP LENGTH (MILES)	9.3	8.9	9.5	9.2
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	20,148	18,994	75,318	75,041
42 FLEET M.P.G.	6.6	6.7	7.1	6.9