

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
NOVEMBER FY11/12**

<b>SUMMARY</b>	<b>NOVEMBER FY 10/11</b>	<b>NOVEMBER FY 11/12</b>	<b>YTD FY 10/11</b>	<b>YTD FY 11/12</b>
1 TOTAL CLIENTS	12,174	12,032	63,452	62,607
2 TOTAL ATTENDANTS	904	1,003	5,450	4,984
3 TOTAL COMPANIONS	65	67	300	395
4 TOTAL PASSENGERS	13,143	13,102	69,202	67,986
5 TOTAL SERVICE DAYS	29	29	152	148
6 VEHICLE REVENUE HOURS	6,552	6,382	34,486	32,881
7 VEHICLE SERVICE HOURS	7,968	7,883	41,870	40,266
8 VEHICLE NON REV HOURS	1,417	1,502	7,384	7,387
9 VEHICLE SERVICE MILES	123,165	119,522	654,860	628,996
10 VEHICLE REVENUE MILES	103,228	102,541	539,213	528,347
11 VEHICLE NON REV MILES	22,483	20,856	115,488	108,399
12 PASS. PER REVENUE HOUR	2.01	2.05	2.01	2.07
13 CLIENT PER REVENUE HOUR	1.86	1.89	1.84	1.90
14 PASS. PER SERVICE HOUR	1.65	1.66	1.65	1.69
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	1,023	901	5,569	4,750
18 SAME DAY TRIPS	255	224	1,110	1,221
19 SUBSCRIPTION TRIPS	8,351	7,723	41,965	40,381
20 DEMAND	3,743	4,186	20,866	21,731
21 FAREBOX REVENUE	\$13,910.00	\$12,416.00	\$72,778.50	\$67,951.00
22 PREPAID CLIENTS	\$26,484.00	\$10,192.00	\$134,666.50	\$57,193.00
23 COLLECTED BILLING	\$8,333.00	\$18,186.00	\$30,559.00	\$119,940.00
24 TOTAL REVENUE COLLECTED	\$48,727.00	\$40,794.00	\$238,004.00	\$245,084.00
25 CHARGEABLE ACCIDENTS	0	0	0	2
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	2	0	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	16	13
30 DRIVER TURNOVER	0.0	2	2.90	5
31 SCHEDULE ADHERENCE	95%	92%	94.3%	96%
32 WHEELCHAIR BOARDING'S	3,206	3,349	16,692	17,210
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,630	9,442	N/A	N/A
35 UNDUPLICATED CLIENTS	1,098	1,040	N/A	N/A
36 NO-SHOWS	43	69	412	267
37 CANCELS	1,782	1,844	9,445	9,768
38 AVG. TRIP LENGTH (MILES)	9.4	9.1	9.5	9.3
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	16,411	16,227	91,728.5	89,042
42 FLEET M.P.G.	7.5	7.4	7.1	7.1