

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

SUMMARY	MARCH FY 10/11	MARCH FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	14,267	12,848	113,292	112,138
2 TOTAL ATTENDANTS	1,489	846	9,181	8,398
3 TOTAL COMPANIONS	63	104	640	717
4 TOTAL PASSENGERS	15,819	13,798	123,113	121,253
5 TOTAL SERVICE DAYS	31	31	271	269
6 VEHICLE REVENUE HOURS	7,696	6,614	61,273	59,095
7 VEHICLE SERVICE HOURS	9,248	8,192	74,750	72,479
8 VEHICLE NON REV HOURS	1,552	1,577	13,477	13,332
9 VEHICLE SERVICE MILES	148,713	127,254	1,168,489	1,124,485
10 VEHICLE REVENUE MILES	124,245	107,401	962,446	944,657
11 VEHICLE NON REV MILES	24,468	22,879	205,844	197,787
12 PASS. PER REVENUE HOUR	2.06	2.09	2.01	2.05
13 CLIENT PER REVENUE HOUR	1.85	1.94	1.85	1.90
14 PASS. PER SERVICE HOUR	1.71	1.68	1.65	1.67
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	1,118	8,513	8,744
18 SAME DAY TRIPS	166	224	1,839	2,116
19 SUBSCRIPTION TRIPS	9,707	8,358	67,943	72,590
20 DEMAND	4,560	4,382	32,659	38,645
21 FAREBOX REVENUE	\$16,585.00	\$13,691.28	\$129,737.00	\$122,176.28
22 PREPAID CLIENTS	\$30,922.50	\$9,703.50	\$230,427.00	\$99,111.50
23 COLLECTED BILLING	\$2,008.00	\$45,252.30	\$68,316.60	\$263,102.60
24 TOTAL REVENUE COLLECTED	\$49,515.50	\$68,647.08	\$428,480.60	\$484,390.38
25 CHARGEABLE ACCIDENTS	2	0	2	4
26 SERVICE COMPLAINTS	1	1	0	4
27 SERVICE COMMENDATIONS	2	2	0	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	2	25	18
30 DRIVER TURNOVER	0.0	0.0	2.08	4.9
31 SCHEDULE ADHERENCE	93%	94%	95%	100%
32 WHEELCHAIR BOARDING'S	4,041	3,370	29,464	29,773
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,865	11,064	N/A	N/A
35 UNDUPLICATED CLIENTS	1,133	1,124	N/A	N/A
36 NO-SHOWS	57	70	618	547
37 CANCELS	2,260	3,308	16,743	22,013
38 AVG. TRIP LENGTH (MILES)	9.4	9.2	9.5	9.3
39 AVG. SM BUSES IN SERVICE	5	3	5	NA
40 AVG. BUSES IN SERVICE	48	48	48	NA
41 TOTAL FUEL/GALLONS	19,475	18,164	162,116	159,242
42 FLEET M.P.G.	7.8	7.0	7.2	7.1