

**CCCTA LINK
MONTHLY OPERATING SUMMARY
NOVEMBER FY12/13**

SUMMARY	NOVEMBER FY 11/12	NOVEMBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	12,032	11,621	63,593	61,150
2 TOTAL ATTENDANTS	1,003	836	5,122	4,320
3 TOTAL COMPANIONS	67	58	401	359
4 TOTAL PASSENGERS	13102	12,515	69,116	65,829
5 TOTAL SERVICE DAYS	29	29	149	150
6 VEHICLE REVENUE HOURS	6,382	5,801	33,350	32,411
7 VEHICLE SERVICE HOURS	7,883	7,201	40,679	40,002
8 VEHICLE NON REV HOURS	1,502	1,400	7,279	7,591
9 VEHICLE SERVICE MILES	119,522	117,927	636,461	616,424
10 VEHICLE REVENUE MILES	102,541	97,944	535,956	508,114
11 VEHICLE NON REV MILES	20,856	19,983	108,648	108,310
12 PASS. PER REVENUE HOUR	2.05	2.16	2.07	2.03
13 CLIENT PER REVENUE HOUR	1.89	2.00	1.91	1.89
14 PASS. PER SERVICE HOUR	1.66	1.74	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	901	896	4,788	4,784
18 SAME DAY TRIPS	224	217	1,211	799
19 SUBSCRIPTION TRIPS	7723	8,287	40849	35,717
20 DEMAND	4186	5,600	22269	27,820
21 FAREBOX REVENUE	\$12,416.00	\$12,040.23	\$69,934.00	\$64,723.21
22 PREPAID CLIENTS	\$10,192.00	\$11,192.00	\$60,574.00	\$52,905.00
23 COLLECTED BILLING	\$18,186.00	\$28,918.00	\$133,578.00	\$136,944.00
24 TOTAL REVENUE COLLECTED	\$40,794.00	\$52,150.23	\$264,086.00	\$254,572.21
25 CHARGEABLE ACCIDENTS	0	0	2	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	2	2	6	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	2	13	11
30 DRIVER TURNOVER	2	0.0	5	6.0
31 SCHEDULE ADHERENCE	92%	73%	112%	82%
32 WHEELCHAIR BOARDING'S	3349	4,277	17058	16,208
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9442	6,252	N/A	NA
35 UNDUPLICATED CLIENTS	1040	1,224	N/A	NA
36 NO-SHOWS	69	63	324	277
37 CANCELS	1844	1,539	9723	9,742
38 AVG. TRIP LENGTH (MILES)	9.1	9.4	9.2	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,227	16,526	91,268	87,603
42 FLEET M.P.G.	7.4	7.1	7.0	7.0