

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**NOVEMBER FY 13/14**

SUMMARY	NOVEMBER FY 12/13	NOVEMBER FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,621	11,277	61,150	62,450
2 TOTAL ATTENDANTS	836	747	4,320	4,116
3 TOTAL COMPANIONS	58	74	359	331
4 TOTAL PASSENGERS	12,515	12,098	65,829	66,897
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,801	5,701	32,378	31,420
7 VEHICLE SERVICE HOURS	7,201	7,172	40,164	39,563
8 VEHICLE NON REV HOURS	1,400	1,471	7,786	8,143
9 VEHICLE SERVICE MILES	117,927	113,694	616,424	627,440
10 VEHICLE REVENUE MILES	97,944	93,357	508,114	514,861
11 VEHICLE NON REV MILES	19,983	20,337	106,729	112,579
12 PASS. PER REVENUE HOUR	2.16	2.12	2.03	2.13
13 CLIENT PER REVENUE HOUR	2.00	1.98	1.89	1.99
14 PASS. PER SERVICE HOUR	1.74	1.69	1.64	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	896	985	4,784	5,605
18 SAME DAY TRIPS	217	145	799	878
19 SUBSCRIPTION TRIPS	8,287	5,309	35,717	30,074
20 DEMAND	5,600	5,992	27,820	32,416
21 FAREBOX REVENUE	\$12,040.23	\$11,333.19	\$64,723.21	\$56,468.34
22 PREPAID CLIENTS	\$11,192.00	\$7,910.00	\$52,905.00	\$44,340.50
23 COLLECTED BILLING	\$28,918.00	\$734.00	\$136,944.00	\$100,764.00
24 TOTAL REVENUE COLLECTED	\$52,150.23	\$19,977.19	\$254,572.21	\$201,572.84
25 CHARGEABLE ACCIDENTS	0	0	0	3
26 SERVICE COMPLAINTS	0	2	0	7
27 SERVICE COMMENDATIONS	2	1	3	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	11	16
30 DRIVER TURNOVER	0%	1.2%	4.9%	1.2%
31 SCHEDULE ADHERENCE	73%	87%	82%	88%
32 WHEELCHAIR BOARDING'S	4,277	3,134	16,208	18,007
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,252	6,175	NA	NA
35 UNDUPLICATED CLIENTS	1,224	1,104	NA	NA
36 NO-SHOWS	63	95	277	361
37 CANCELS	1,539	1,525	9,742	9,545
38 AVG. TRIP LENGTH (MILES)	9.4	9.4	9.4	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	16,526	16,130	87,603	88,805
42 FLEET M.P.G.	7.1	7.0	7.0	7.1