

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

SUMMARY	FEBRUARY FY 12/13	FEBRUARY FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,188	12,038	94,507	98,517
2 TOTAL ATTENDANTS	744	607	6,559	6,131
3 TOTAL COMPANIONS	72	72	567	525
4 TOTAL PASSENGERS	12,004	12,717	101,633	105,173
5 TOTAL SERVICE DAYS	28	28	238	238
6 VEHICLE REVENUE HOURS	5,614	5,898	49,552	49,175
7 VEHICLE SERVICE HOURS	6,875	7,292	61,589	61,704
8 VEHICLE NON REV HOURS	1,261	1,394	11,886	12,529
9 VEHICLE SERVICE MILES	113,176	118,422	957,177	981,921
10 VEHICLE REVENUE MILES	95,092	98,539	791,407	806,219
11 VEHICLE NON REV MILES	18,084	19,883	165,770	175,702
12 PASS. PER REVENUE HOUR	2.14	2.16	2.05	2.14
13 CLIENT PER REVENUE HOUR	1.99	2.04	1.91	2.00
14 PASS. PER SERVICE HOUR	1.75	1.74	1.65	1.70
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	888	1,168	7,440	9,054
18 SAME DAY TRIPS	180	100	1,409	1,302
19 SUBSCRIPTION TRIPS	7,785	5,800	58,271	47,408
20 DEMAND	6,480	6,238	45,959	51,202
21 FAREBOX REVENUE	\$12,081.22	\$12,980.79	\$99,596.43	\$94,802.55
22 PREPAID CLIENTS	\$8,949.00	\$10,653.89	\$79,981.00	\$73,474.39
23 COLLECTED BILLING	\$2,206.00	\$24,476.00	\$234,298.00	\$193,740.00
24 TOTAL REVENUE COLLECTED	\$23,236.22	\$48,110.68	\$413,875.43	\$362,016.94
25 CHARGEABLE ACCIDENTS	0	0	1	5
26 SERVICE COMPLAINTS	0	2	0	9
27 SERVICE COMMENDATIONS	0	0	6	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	18	24
30 DRIVER TURNOVER	1%	3.5%	9.0%	8.2%
31 SCHEDULE ADHERENCE	74%	87%	89%	99%
32 WHEELCHAIR BOARDING'S	2,695	4,229	24,687	28,633
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,011	6,553	NA	N/A
35 UNDUPLICATED CLIENTS	1,046	1,051	NA	N/A
36 NO-SHOWS	43	76	425	579
37 CANCELS	1,507	1,285	14,237	15,196
38 AVG. TRIP LENGTH (MILES)	9.4	9.3	9.4	9.3
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	15,840	15,039	130,725	136,429
42 FLEET M.P.G.	7.1	7.9	7.3	7.2