

Pass Sales Revenue By Source Location

FY2013	Offsite*	Mail	On Line	Total	ID Cards
July	\$60,771	\$3,799	\$4,612	\$69,182	35
August	\$50,179	\$1,220	\$7,820	\$59,219	25
September	\$122,123	\$6,200	\$8,237	\$136,560	69
October	\$86,687	\$2,140	\$9,777	\$98,604	28
November	\$90,819	\$2,860	\$7,164	\$100,843	63
December	\$81,396	\$4,430	\$5,613	\$91,439	14
January	\$100,040	\$3,455	\$9,245	\$112,740	35
February	\$79,185	\$3,640	\$8,714	\$91,539	29
March	\$51,970	\$2,455	\$8,478	\$62,903	39
April	\$96,369	\$3,355	\$7,467	\$107,191	26
May	\$101,054	\$12,561	\$6,520	\$120,135	42
June	\$82,056	\$2,370	\$6,845	\$91,271	\$40
Total	\$1,002,649	\$48,485	\$90,492	\$1,141,626	445

*Inc RTC & Ret. Check Deposits

FY2014	Offsite*	Mail	On Line	Total	ID Cards
July	\$50,595	\$4,130	\$5,124	\$59,849	46
August	\$30,519	\$6,805	\$10,538	\$47,862	41
September	\$96,614	\$4,891	\$9,831	\$111,336	81
October	\$116,386	\$5,880	\$9,889	\$132,155	42
November	\$91,006	\$1,010	\$7,753	\$99,769	26
December	\$92,225	\$2,755	\$7,019	\$101,999	28
January	\$69,043	\$3,695	\$9,219	\$81,957	49
February	\$91,628	\$5,170	\$7,833	\$104,631	45
March	\$87,915	\$1,097	\$8,591	\$97,603	59
April	\$80,542	\$2,111	\$7,975	\$90,628	66
May	\$54,316	\$4,095	\$5,953	\$64,364	33
June	\$95,863	\$3,270	\$4,849	\$103,982	53
Total	\$956,652	\$44,909	\$94,574	\$1,096,135	569

*Inc RTC & Ret. Check Deposits

Pass Sales by Fare Instrument

FY13	Multiple Ride Fare Media and Revenue								Multiple Ride Passes	Total Revenue Multi Ride
	Monthly Monthly	Monthly Express	12-Ride Punch	12-Ride Express	Senior Disabled 20 Ride	Commuter Card	Summer Youth			
July	310	21	1,295	10	821	107	245	2,809	\$66,465	
August	241	19	977	15	590	120	600	2,562	\$58,340	
Sept.	221	29	4,668	20	666	126	346	6,076	\$130,055	
Oct.	321	17	2,664	14	895	155	327	4,393	\$97,516	
Nov.	201	30	3,585	13	387	161	6	4,383	\$98,444	
Dec.	370	17	2,365	11	763	88	0	3,614	\$85,913	
Jan	392	24	3,014	25	1060	171	0	4,686	\$108,621	
Feb.	317	21	2,357	24	726	160	0	3,605	\$85,542	
March	172	22	1,671	18	484	154	0	2,521	\$59,802	
April	452	18	2,724	37	1039	101	0	4,371	\$102,845	
May	324	20	3,588	30	885	159	0	5,006	\$113,300	
June	356	23	2,156	39	933	129	127	3,763	\$87,973	
Total	3,677	261	31,064	256	9,249	1,631	1,651	47,789	\$1,094,816	

Other Media and Total Deposit			
Single Ride Tickets*	Single Ride Revenue	RTC Cash	Monthly Deposit
1,302	\$2,604	\$113	\$69,182
400	\$800	\$79	\$59,219
3,130	\$6,260	\$245	\$136,560
500	\$1,000	\$88	\$98,604
1,100	\$2,200	\$199	\$100,843
2,740	\$5,480	\$46	\$91,439
2,005	\$4,010	\$109	\$112,740
2,950	\$5,900	\$97	\$91,539
1,480	\$2,960	\$141	\$62,903
2,130	\$4,260	\$86	\$107,191
3,350	\$6,700	\$135	\$120,135
1,580	\$3,160	\$138	\$91,271
22,667	\$45,334	\$1,476	\$1,141,626

Customer Service Telephone Statistics

Goal: 92% answered, and 75% answered within :30

FY2013

	July	August	September	October	November	December	January	February	March	April	May	June	Total
Total Calls	6,292	7,891	6,769	7,088	6,551	6,271	6,862	5,951	6,002	6,255	5,897	6,101	77,930
Answered	5,922	7,259	6,201	6,611	6,215	5,945	6,457	5,577	5,658	5,934	5,555	5,711	73,045
Answered w/in 30 sec.	5,419	6,461	5,459	5,983	5,739	5,495	5,890	5,128	5,227	5,520	5,163	5,594	67,078
Answered after 30 sec.	503	798	742	628	476	450	567	449	431	414	392	507	6,357
Dropped	370	632	568	477	336	326	405	374	344	321	342	390	4,885
Answered	94.1%	92.0%	91.6%	93.3%	94.9%	94.8%	94.1%	93.7%	94.3%	94.9%	94.2%	93.6%	93.7%
Answered w/in 30 sec.	86.1%	81.9%	80.6%	84.4%	87.6%	87.6%	85.8%	86.2%	87.1%	88.2%	87.6%	91.7%	86.1%
Answered after 30 sec.	8.0%	10.1%	11.0%	8.9%	7.3%	7.2%	8.3%	7.5%	7.2%	6.6%	6.6%	8.3%	8.2%
Dropped	5.9%	8.0%	8.4%	6.7%	5.1%	5.2%	5.9%	6.3%	5.7%	5.1%	5.8%	6.4%	6.3%

CSF Complaint - 395

Commendations - 59

FY2014

	July	August	September	October	November	December	January	February	March	April	May	June	Total
Total Calls	7,306	7,057	6,368	7,240	5,703	5,832	6,453	5,756	5,533	5,578	5,711	6,083	74,620
Answered	6,571	6,507	5,873	6,703	5,337	5,294	6,016	5,458	5,219	5,231	5,476	5,727	69,412
Answered w/in 30 sec.	5,504	5,758	5,113	5,528	4,894	4,661	5,495	5,104	4,790	4,827	5,160	5,229	62,063
Answered after 30 sec.	1,067	749	760	1,175	443	633	521	354	429	404	316	498	7,349
Dropped	735	550	495	537	366	538	437	298	314	347	235	356	5,208
Answered	89.9%	92.2%	92.2%	92.6%	93.6%	90.8%	93.2%	94.8%	94.3%	93.8%	95.9%	94.1%	93.0%
Answered w/in 30 sec.	75.3%	81.6%	80.3%	76.4%	85.8%	79.9%	85.2%	88.7%	86.6%	86.5%	90.4%	86.0%	83.2%
Answered after 30 sec.	14.6%	10.6%	11.9%	16.2%	7.8%	10.9%	8.1%	6.2%	7.8%	7.2%	5.5%	8.2%	9.8%
Dropped	10.1%	7.8%	7.8%	7.4%	6.4%	9.2%	6.8%	5.2%	5.7%	6.2%	4.1%	5.9%	7.0%

CSF Complaint - 432

Commendations - 72