

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
AUGUST FY 14/15**

SUMMARY	AUGUST FY 13/14	AUGUST FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,491	11,777	25,245	24,328
2 TOTAL ATTENDANTS	834	833	1,666	1,643
3 TOTAL COMPANIONS	53	71	136	140
4 TOTAL PASSENGERS	13,378	12,681	27,047	26,111
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,394	6,137	12,798	12,552
7 VEHICLE SERVICE HOURS	8,125	7,581	16,291	15,413
8 VEHICLE NON REV HOURS	1,731	1,445	3,493	2,862
9 VEHICLE SERVICE MILES	126,190	121,953	253,344	248,917
10 VEHICLE REVENUE MILES	102,629	101,284	206,639	204,092
11 VEHICLE NON REV MILES	23,561	20,669	46,705	42,464
12 PASS. PER REVENUE HOUR	2.09	2.07	2.11	2.08
13 CLIENT PER REVENUE HOUR	1.95	1.92	1.97	1.94
14 PASS. PER SERVICE HOUR	1.65	1.67	1.66	1.69
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.10
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,008	1,085	2,202	2,192
18 SAME DAY TRIPS	185	89	371	168
19 SUBSCRIPTION TRIPS	6,150	6,544	12,536	13,696
20 DEMAND	6,344	5,273	12,710	10,683
21 FAREBOX REVENUE	\$12,881.14	\$11,145.38	\$25,544.18	\$22,932.72
22 PREPAID CLIENTS	\$9,252.00	\$9,959.00	\$19,508.50	\$18,650.80
23 COLLECTED BILLING	\$40,334.00	\$31,104.00	\$46,370.00	\$57,108.00
24 TOTAL REVENUE COLLECTED	\$62,467.14	\$52,208.38	\$91,422.68	\$98,691.52
25 CHARGEABLE ACCIDENTS	0	2	2	2
26 SERVICE COMPLAINTS	1	2	3	5
27 SERVICE COMMENDATIONS	5	3	8	5
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	4	6
30 DRIVER TURNOVER	0%	2%	0%	4%
31 SCHEDULE ADHERENCE	85%	81%	98%	84%
32 WHEELCHAIR BOARDING'S	4,570	4,345	8,089	8,323
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,724	6,417	NA	N/A
35 UNDUPLICATED CLIENTS	1,283	1,076	NA	N/A
36 NO-SHOWS	62	100	136	209
37 CANCELS	1,890	1,768	3,580	3,484
38 AVG. TRIP LENGTH (MILES)	9.4	9.6	9.4	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	19,241	20,429	37,151	38,489
42 FLEET M.P.G.	6.6	6.0	6.8	6.5

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
SEPTEMBER FY 14/15**

SUMMARY	SEPTEMBER FY 13/14	SEPTEMBER FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,211	12,588	37,456	36,916
2 TOTAL ATTENDANTS	832	723	2,498	2,366
3 TOTAL COMPANIONS	58	72	194	212
4 TOTAL PASSENGERS	13,101	13,383	40,148	39,494
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	5,976	6,251	18,774	18,802
7 VEHICLE SERVICE HOURS	7,462	7,718	23,754	23,131
8 VEHICLE NON REV HOURS	1,486	1,467	4,979	4,328
9 VEHICLE SERVICE MILES	122,980	124,842	376,324	373,759
10 VEHICLE REVENUE MILES	101,619	103,203	308,258	307,295
11 VEHICLE NON REV MILES	21,361	21,639	68,066	64,103
12 PASS. PER REVENUE HOUR	2.19	2.14	2.14	2.10
13 CLIENT PER REVENUE HOUR	2.04	2.01	2.00	1.96
14 PASS. PER SERVICE HOUR	1.76	1.73	1.69	1.71
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	1,203	1,140	3,405	3,332
18 SAME DAY TRIPS	233	61	604	229
19 SUBSCRIPTION TRIPS	5,712	6,936	18,248	20,632
20 DEMAND	6,502	5,671	19,212	16,354
21 FAREBOX REVENUE	\$5,955.93	\$11,479.14	\$31,500.11	\$34,411.86
22 PREPAID CLIENTS	\$6,634.00	\$9,962.50	\$26,142.50	\$28,613.30
23 COLLECTED BILLING	\$23,704.00	\$19,282.00	\$70,074.00	\$76,390.00
24 TOTAL REVENUE COLLECTED	\$36,293.93	\$40,723.64	\$127,716.61	\$139,415.16
25 CHARGEABLE ACCIDENTS	1	0	3	2
26 SERVICE COMPLAINTS	1	1	4	6
27 SERVICE COMMENDATIONS	2	2	10	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	1	9	7
30 DRIVER TURNOVER	0%	3.6%	0%	7.2%
31 SCHEDULE ADHERENCE	86%	77%	87%	84%
32 WHEELCHAIR BOARDING'S	3,205	2,983	11,294	11,306
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,614	6,905	NA	N/A
35 UNDUPLICATED CLIENTS	1,086	1,096	NA	N/A
36 NO-SHOWS	74	112	210	321
37 CANCELS	2,662	2,762	6,242	6,246
38 AVG. TRIP LENGTH (MILES)	9.4	9.3	9.4	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,660	16,988	53,812	55,477
42 FLEET M.P.G.	7.4	7.3	7.0	6.7