

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

SUMMARY	APRIL FY 13/14	APRIL FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	13,221	12,994	124,518	122,632
2 TOTAL ATTENDANTS	713	658	7,544	7,017
3 TOTAL COMPANIONS	80	54	676	681
4 TOTAL PASSENGERS	14,014	13,706	132,738	130,330
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	6,589	6,290	61,845	61,373
7 VEHICLE SERVICE HOURS	8,126	7,794	77,307	76,892
8 VEHICLE NON REV HOURS	1,537	1,504	15,463	14,938
9 VEHICLE SERVICE MILES	127,539	118,178	1,232,691	1,221,028
10 VEHICLE REVENUE MILES	105,993	98,634	1,014,429	1,001,882
11 VEHICLE NON REV MILES	21,546	19,544	217,874	206,500
12 PASS. PER REVENUE HOUR	2.13	2.18	2.15	2.12
13 CLIENT PER REVENUE HOUR	2.01	2.07	2.01	2.00
14 PASS. PER SERVICE HOUR	1.72	1.76	1.72	1.69
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,263	1,381	11,538	12,019
18 SAME DAY TRIPS	84	116	1,482	932
19 SUBSCRIPTION TRIPS	7,072	6,926	60,782	66,066
20 DEMAND	6,157	6,070	63,836	56,681
21 FAREBOX REVENUE	\$12,575.50	\$12,055.29	\$120,524.85	\$114,464.74
22 PREPAID CLIENTS	\$8,484.00	\$7,961.00	\$92,889.39	\$86,105.80
23 COLLECTED BILLING	\$24,338.00	\$27,196.00	\$242,276.00	\$202,862.00
24 TOTAL REVENUE COLLECTED	\$45,397.50	\$47,212.29	\$455,690.24	\$403,432.54
25 CHARGEABLE ACCIDENTS	0	0	5	9
26 SERVICE COMPLAINTS	0	2	12	23
27 SERVICE COMMENDATIONS	1	2	18	14
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	32	30
30 DRIVER TURNOVER	1%	4%	12%	34%
31 SCHEDULE ADHERENCE	89%	79%	101%	84%
32 WHEELCHAIR BOARDING'S	3,310	4,235	35,143	36,969
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,195	7,055	N/A	N/A
35 UNDUPLICATED CLIENTS	1,188	1,058	N/A	N/A
36 NO-SHOWS	95	100	754	1,069
37 CANCELS	1,398	1,215	17,971	17,516
38 AVG. TRIP LENGTH (MILES)	9.1	8.6	9.3	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	16,937	16,495	173,147	177,459
42 FLEET M.P.G.	7.5	7.2	7.1	6.9

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

SUMMARY	MAY FY 13/14	MAY FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,778	12,034	137,296	134,666
2 TOTAL ATTENDANTS	732	699	8,276	7,716
3 TOTAL COMPANIONS	68	92	744	773
4 TOTAL PASSENGERS	13,578	12,825	146,316	143,155
5 TOTAL SERVICE DAYS	31	31	329	330
6 VEHICLE REVENUE HOURS	6,385	5,962	68,230	67,335
7 VEHICLE SERVICE HOURS	7,922	7,433	85,230	84,326
8 VEHICLE NON REV HOURS	1,537	1,471	16,999	16,409
9 VEHICLE SERVICE MILES	128,360	112,197	1,361,051	1,333,225
10 VEHICLE REVENUE MILES	106,641	108,767	1,121,070	1,110,649
11 VEHICLE NON REV MILES	21,719	20,712	239,593	227,212
12 PASS. PER REVENUE HOUR	2.13	2.15	2.14	2.13
13 CLIENT PER REVENUE HOUR	2.00	2.02	2.01	2.00
14 PASS. PER SERVICE HOUR	1.71	1.73	1.72	1.70
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,190	1,048	12,728	13,067
18 SAME DAY TRIPS	103	101	1,585	1,033
19 SUBSCRIPTION TRIPS	6,907	6,549	67,689	72,615
20 DEMAND	5,868	5,482	69,704	62,163
21 FAREBOX REVENUE	\$12,543.49	\$11,689.45	\$133,068.34	\$126,154.19
22 PREPAID CLIENTS	\$7,283.00	\$9,110.50	\$100,172.39	\$95,216.30
23 COLLECTED BILLING	\$20,700.00	\$28,384.00	\$262,976.00	\$231,246.00
24 TOTAL REVENUE COLLECTED	\$40,526.49	\$49,183.95	\$496,216.73	\$452,616.49
25 CHARGEABLE ACCIDENTS	1	0	6	9
26 SERVICE COMPLAINTS	3	1	15	24
27 SERVICE COMMENDATIONS	0	2	18	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	36	30
30 DRIVER TURNOVER	1%	4%	13%	37%
31 SCHEDULE ADHERENCE	87%	79%	87%	84%
32 WHEELCHAIR BOARDING'S	3,229	2,890	38,372	39,859
33 WC LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,979	6,603	N/A	N/A
35 UNDUPLICATED CLIENTS	1,122	960	N/A	N/A
36 NO-SHOWS	80	98	834	1,167
37 CANCELS	2,595	2,590	20,566	20,106
38 AVG. TRIP LENGTH (MILES)	9.5	8.7	9.3	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	17,807	17,149	190,954	194,608
42 FLEET M.P.G.	7.2	6.5	7.1	6.9