

**CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY 15/16**

SUMMARY	AUGUST FY 14/15	AUGUST FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	11,777	11,840	24,328	24,477
2 TOTAL ATTENDANTS	833	719	1,643	1,499
3 TOTAL COMPANIONS	71	64	140	138
4 TOTAL PASSENGERS	12,681	12,623	26,111	26,114
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,137	6,091	12,552	12,540
7 VEHICLE SERVICE HOURS	7,581	7,652	15,413	15,511
8 VEHICLE NON REV HOURS	1,445	1,562	2,862	2,971
9 VEHICLE SERVICE MILES	121,953	109,497	248,917	225,717
10 VEHICLE REVENUE MILES	101,284	90,832	204,092	189,107
11 VEHICLE NON REV MILES	20,669	18,665	42,464	36,610
12 PASS. PER REVENUE HOUR	2.07	2.07	2.08	2.08
13 CLIENT PER REVENUE HOUR	1.92	1.94	1.94	1.95
14 PASS. PER SERVICE HOUR	1.67	1.65	1.69	1.68
15 PASS. PER SERVICE MILE	0.10	0.12	0.10	0.12
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1085	958	2,192	1,958
18 SAME DAY TRIPS	89	95	168	196
19 SUBSCRIPTION TRIPS	6,544	6,764	13,696	14,097
20 DEMAND	5,273	5,089	10,683	10,392
21 FAREBOX REVENUE	\$11,145.38	\$22,148.00	\$22,932.72	\$34,192.35
22 PREPAID CLIENTS	\$9,959.00	\$0.00	\$18,650.80	\$9,127.00
23 COLLECTED BILLING	\$31,104.00	\$6,272.17	\$57,108.00	\$33,496.17
24 TOTAL REVENUE COLLECTED	\$52,208.38	\$28,420.17	\$98,691.52	\$76,815.52
25 CHARGEABLE ACCIDENTS	2	0	2	3
26 SERVICE COMPLAINTS	2	1	5	1
27 SERVICE COMMENDATIONS	3	3	5	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	6	6	9
30 DRIVER TURNOVER	2%	2%	4%	7%
31 SCHEDULE ADHERENCE	81%	79%	84%	84%
32 WHEELCHAIR BOARDING'S	4,345	4,194	8,323	6,293
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,417	6,414	N/A	N/A
35 UNDUPLICATED CLIENTS	1,076	966	N/A	N/A
36 NO-SHOWS	100	80	209	153
37 CANCELS	1,768	1,294	3,484	2,619
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	9.5	8.6
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	20,429	17,377	38,489	34,595
42 FLEET M.P.G.	6.0	6.3	6.5	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>7704.10 6142.30 1438.40</i>	<i>123.60</i>
<i>7652.45 6090.65 1562.00</i>	
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>7,652.45</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>327,448.34</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$409,085.34</i></u></u>

******Went on November to make an audit for August service hours finding a discrepancy of 4 hours overbilled 4 hours.*

*Entered only the same day trip accommodated from the Denial Graph Report
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)*

******Went back on November to audit August hours and we made some corrections OTP from 79.37% to 79.44%*

Statistical Reports-Space Type and Passenger Type/unchecked the selected city

*Trapeze Report- Ops unduplicated clients reports uncheck all boxes
Trapeze Report- Ops unduplicated clients reports check with summary go to the last page
Productivity- Canceled, N/S rep. check only no shows
Productivity- Canceled, N/S rep. check only cancels*

**CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY 15/16**

SUMMARY	SEPTEMBER FY 14/15	SEPTEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,588	12,166	36,916	36,643
2 TOTAL ATTENDANTS	723	658	2,366	2,157
3 TOTAL COMPANIONS	72	75	212	213
4 TOTAL PASSENGERS	13,383	12,899	39,494	39,013
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,251	6,547	18,802	19,084
7 VEHICLE SERVICE HOURS	7,718	8,255	23,131	23,770
8 VEHICLE NON REV HOURS	1,467	1,708	4,328	4,687
9 VEHICLE SERVICE MILES	124,842	115,476	373,759	341,193
10 VEHICLE REVENUE MILES	103,203	95,338	309,656	284,445
11 VEHICLE NON REV MILES	21,639	20,138	64,103	56,748
12 PASS. PER REVENUE HOUR	2.14	1.97	2.10	2.04
13 CLIENT PER REVENUE HOUR	2.01	1.86	1.96	1.92
14 PASS. PER SERVICE HOUR	1.73	1.56	1.71	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1140	924	3,332	2,882
18 SAME DAY TRIPS	61	106	229	302
19 SUBSCRIPTION TRIPS	6,936	6,880	20,632	20,977
20 DEMAND	5,671	5,287	16,354	15,679
21 FAREBOX REVENUE	\$11,479.14	\$11,572.20	\$34,411.86	\$35,460.37
22 PREPAID CLIENTS	\$9,962.50	\$5,470.00	\$28,613.30	\$20,879.00
23 COLLECTED BILLING	\$19,282.00	\$33,010.00	\$76,390.00	\$82,382.00
24 TOTAL REVENUE COLLECTED	\$40,723.64	\$50,052.20	\$139,415.16	\$138,721.37
25 CHARGEABLE ACCIDENTS	0	0	2	3
26 SERVICE COMPLAINTS	1	1	6	2
27 SERVICE COMMENDATIONS	2	3	7	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	7	14
30 DRIVER TURNOVER	4%	1%	7%	8%
31 SCHEDULE ADHERENCE	77%	75%	84%	84%
32 WHEELCHAIR BOARDING'S	2,983	2,924	11,306	9,217
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,905	6,655	N/A	N/A
35 UNDUPLICATED CLIENTS	1,096	939	N/A	N/A
36 NO-SHOWS	112	83	321	236
37 CANCELS	2,762	2,718	6,246	5,337
38 AVG. TRIP LENGTH (MILES)	9.3	9.0	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,988	17,331	55,477	51,926
42 FLEET M.P.G.	7.3	6.7	6.7	6.6

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8308.60 6600.40 1568.00</i>	<i>140.20</i>
<i>8255.14 6546.94 1708.20</i>	
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,255.14</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>353,237.44</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$434,874.44</i></u></u>

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

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Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

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**CCCTA LINK
MONTHLY OPERATING SUMMARY
OCTOBER FY 15/16**

SUMMARY	OCTOBER FY 14/15	OCTOBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	13,540	12,753	50,456	49,396
2 TOTAL ATTENDANTS	731	670	3,097	2,827
3 TOTAL COMPANIONS	54	74	266	287
4 TOTAL PASSENGERS	14,325	13,497	53,819	52,510
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,754	6,902	25,556	25,981
7 VEHICLE SERVICE HOURS	8,431	8,754	31,562	32,523
8 VEHICLE NON REV HOURS	1,677	1,852	6,005	6,542
9 VEHICLE SERVICE MILES	137,783	117,286	511,542	458,479
10 VEHICLE REVENUE MILES	114,172	95,659	423,828	380,104
11 VEHICLE NON REV MILES	23,611	21,627	87,714	78,375
12 PASS. PER REVENUE HOUR	2.12	1.96	2.11	2.02
13 CLIENT PER REVENUE HOUR	2.00	1.85	1.97	1.90
14 PASS. PER SERVICE HOUR	1.70	1.54	1.71	1.61
15 PASS. PER SERVICE MILE	0.10	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1276	974	4,608	3,856
18 SAME DAY TRIPS	75	134	304	436
19 SUBSCRIPTION TRIPS	7,393	7,347	28,025	28,324
20 DEMAND	6,166	5,406	22,520	21,085
21 FAREBOX REVENUE	\$12,766.59	\$11,765.36	\$47,178.45	\$47,225.73
22 PREPAID CLIENTS	\$9,091.50	\$9,905.00	\$37,704.80	\$30,784.00
23 COLLECTED BILLING	\$32,200.00	\$26,216.00	\$108,590.00	\$108,598.00
24 TOTAL REVENUE COLLECTED	\$54,058.09	\$47,886.36	\$193,473.25	\$186,607.73
25 CHARGEABLE ACCIDENTS	1	0	3	3
26 SERVICE COMPLAINTS	2	0	8	2
27 SERVICE COMMENDATIONS	2	2	9	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	11	14
30 DRIVER TURNOVER	1%	0%	8%	8%
31 SCHEDULE ADHERENCE	78%	78%	84%	84%
32 WHEELCHAIR BOARDING'S	3,319	3,158	14,625	12,375
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,430	6,995	N/A	N/A
35 UNDUPLICATED CLIENTS	1,166	1,088	N/A	N/A
36 NO-SHOWS	98	67	419	303
37 CANCELS	1,357	1,384	7,603	6,721
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	21,915	18,248	77,392	70,174
42 FLEET M.P.G.	6.3	6.4	6.6	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8797.50</i>	<i>1710.50</i>
<i>6945.30</i>	<i>141.70</i>
<i>8754.42</i>	<i>1852.20</i>
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,754.42</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>374,601.63</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$456,238.63</i></u></u>

Trapeze - Trip Administration- dates-check only samedays

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**CCCTA LINK
MONTHLY OPERATING SUMMARY
NOVEMBER FY 15/16**

SUMMARY	NOVEMBER FY 14/15	NOVEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	10,732	10,786	61,188	60,182
2 TOTAL ATTENDANTS	664	617	3,761	3,444
3 TOTAL COMPANIONS	79	43	345	330
4 TOTAL PASSENGERS	11,475	11,446	65,294	63,956
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,479	5,891	31,035	31,872
7 VEHICLE SERVICE HOURS	6,838	7,515	38,400	40,038
8 VEHICLE NON REV HOURS	1,360	1,624	7,365	8,166
9 VEHICLE SERVICE MILES	110,376	100,620	621,918	559,099
10 VEHICLE REVENUE MILES	92,415	81,926	516,243	462,030
11 VEHICLE NON REV MILES	17,961	18,694	105,675	97,069
12 PASS. PER REVENUE HOUR	2.09	1.94	2.10	2.01
13 CLIENT PER REVENUE HOUR	1.96	1.83	1.97	1.89
14 PASS. PER SERVICE HOUR	1.68	1.52	1.70	1.60
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1103	848	5,711	4,704
18 SAME DAY TRIPS	90	106	394	542
19 SUBSCRIPTION TRIPS	5,559	6,045	33,584	34,369
20 DEMAND	5,187	4,760	27,707	25,845
21 FAREBOX REVENUE	\$10,875.30	\$10,149.95	\$58,053.75	\$56,963.63
22 PREPAID CLIENTS	\$8,284.50	\$5,437.00	\$45,989.30	\$36,435.00
23 COLLECTED BILLING	\$21,800.00	\$28,002.00	\$130,390.00	\$136,600.00
24 TOTAL REVENUE COLLECTED	\$40,959.80	\$43,588.95	\$234,433.05	\$229,998.63
25 CHARGEABLE ACCIDENTS	2	0	5	3
26 SERVICE COMPLAINTS	1	1	9	3
27 SERVICE COMMENDATIONS	0	1	9	9
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	6	0	17	14
30 DRIVER TURNOVER	1%	0%	10%	8%
31 SCHEDULE ADHERENCE	79%	80%	84%	84%
32 WHEELCHAIR BOARDING'S	2,769	2,750	17,394	11,967
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,882	5,905	N/A	N/A
35 UNDUPLICATED CLIENTS	954	950	N/A	N/A
36 NO-SHOWS	99	57	518	360
37 CANCELS	1,394	1,212	8,997	7,933
38 AVG. TRIP LENGTH (MILES)	9.6	8.8	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	15,582	13,725	92,974	83,899
42 FLEET M.P.G.	7.1	7.3	6.7	6.7

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS</i>	<i>LINK vs. BART HOURS</i>	<i>REFUEL</i>
7562.40	5938.50	1498.40
7514.57	5890.67	125.50
<i>LINK Invoicing Calculation</i>		
<i>Serv. Hrs</i>	7,514.57	
<i>Hourly rate</i>	42.79	
<i>Total</i>	321,548.45	
<i>Fixed Costs</i>	81,637.00	
<i>Grand Total</i>	\$403,185.45	

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

****On 12/23/15 was finishing farebox accruals notice that we had to make some corrections column 22 was \$10137.95 should be \$10149.95

Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

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