

CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY 16/17

| SUMMARY | AUGUST FY 15/16 | AUGUST FY 16/17 | YTD FY 15/16 | YTD FY 16/17 |
|-----------------------------|--------------------|--------------------|-----------------|-----------------|
| 1 TOTAL CLIENTS | 11,840 | 12,336 | 24,477 | 23,533 |
| 2 TOTAL ATTENDANTS | 719 | 590 | 1,499 | 1,203 |
| 3 TOTAL COMPANIONS | 64 | 57 | 138 | 111 |
| 4 TOTAL PASSENGERS | 12,623 | 12,983 | 26,114 | 24,847 |
| 5 TOTAL SERVICE DAYS | 31 | 31 | 61 | 61 |
| 6 VEHICLE REVENUE HOURS | 6,091 | 6,113 | 12,540 | 11,804 |
| 7 VEHICLE SERVICE HOURS | 7,652 | 7,778 | 15,511 | 14,943 |
| 8 VEHICLE NON REV HOURS | 1,562 | 1,665 | 2,971 | 3,138 |
| 9 VEHICLE SERVICE MILES | 109,497 | 112,909 | 225,717 | 216,494 |
| 10 VEHICLE REVENUE MILES | 90,832 | 91,651 | 189,107 | 176,277 |
| 11 VEHICLE NON REV MILES | 18,665 | 21,258 | 36,610 | 40,217 |
| 12 PASS. PER REVENUE HOUR | 2.07 | 2.12 | 2.08 | 2.10 |
| 13 CLIENT PER REVENUE HOUR | 1.94 | 2.02 | 1.95 | 1.99 |
| 14 PASS. PER SERVICE HOUR | 1.65 | 1.67 | 1.68 | 1.66 |
| 15 PASS. PER SERVICE MILE | 0.12 | 0.11 | 0.12 | 0.11 |
| 16 PASS. PER REVENUE MILE | 0.14 | 0.14 | 0.14 | 0.14 |
| 17 TOTAL TRANSFER TRIPS | 958 | 920 | 1,958 | 1,713 |
| 18 SAME DAY TRIPS | 95 | 96 | 196 | 208 |
| 19 SUBSCRIPTION TRIPS | 6,764 | 6,600 | 14,097 | 12,356 |
| 20 DEMAND | 5,089 | 5,740 | 10,392 | 11,179 |
| 21 FAREBOX REVENUE | \$11,843.82 | \$10,174.87 | \$23,888.17 | \$20,517.46 |
| 22 PREPAID CLIENTS | \$6,282.00 | \$5,374.00 | \$15,409.00 | \$13,156.00 |
| 23 COLLECTED BILLING | \$22,148.00 | \$26,188.00 | \$49,372.00 | \$46,574.00 |
| 24 TOTAL REVENUE COLLECTED | \$40,273.82 | \$41,736.87 | \$88,669.17 | \$80,247.46 |
| 25 CHARGEABLE ACCIDENTS | 0 | 0 | 3 | 1 |
| 26 SERVICE COMPLAINTS | 1 | 1 | 1 | 2 |
| 27 SERVICE COMMENDATIONS | 3 | 3 | 3 | 6 |
| 28 SERVICE DENIALS | 0 | 0 | 0 | 0 |
| 29 ROAD CALLS | 6 | 2 | 9 | 3 |
| 30 DRIVER TURNOVER | 2% | 0% | 7% | 1% |
| 31 SCHEDULE ADHERENCE | 79% | 77% | 82% | 78% |
| 32 WHEELCHAIR BOARDING'S | 4,194 | 3,066 | 6,293 | 5,816 |
| 33 W/C LIFT AVAILABILITY | 100% | 100% | 100% | 100% |
| 34 REGISTERED CLIENTS | 6,414 | 6,698 | N/A | N/A |
| 35 UNDUPLICATED CLIENTS | 966 | 1,026 | N/A | N/A |
| 36 NO-SHOWS | 80 | 115 | 153 | 226 |
| 37 CANCELS | 1,294 | 1,592 | 2,619 | 3,256 |
| 38 AVG. TRIP LENGTH (MILES) | 8.7 | 8.7 | 8.6 | 8.7 |
| 39 AVG. SM BUSES IN SERVICE | 8 | 8 | 8 | 8 |
| 40 AVG. BUSES IN SERVICE | 55 | 42 | 55 | 43 |
| 41 TOTAL FUEL/GALLONS | 17,377 | 17,158 | 34,595 | 33,632 |
| 42 FLEET M.P.G. | 6.3 | 6.6 | 6.5 | 6.4 |

Trapeze-Productivity
Trip Hours Productivity

| SERV/REV HOURS LINK vs. BART HOURS | | | REFUEL |
|------------------------------------|--------------------|---------------------|--------|
| 7819.20 | 6154.50 | 1538.20 | 126.50 |
| 7777.98 | 6113.28 | 1664.70 | |
| LINK Invoicing Calculation | | | |
| | Serv. Hrs | 7,777.98 | |
| | Hourly rate | 43.83 | |
| | Total | 340,908.86 | |
| | Fixed Costs | 84,750.00 | |
| August | Telephone bill | (1,500.00) | |
| | Grand Total | \$424,158.86 | |

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)

*equals drivers divided headcount times 100
 Spider Report no longer.... Pulled OTP from Pass-Trapeze
 *Late divided trips
 Stastical 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 16/17

| SUMMARY | SEPTEMBER FY 15/16 | SEPTEMBER FY 16/17 | YTD FY 15/16 | YTD FY 16/17 |
|-----------------------------|-----------------------|-----------------------|-----------------|-----------------|
| 1 TOTAL CLIENTS | 12,166 | 11,783 | 36,643 | 35,316 |
| 2 TOTAL ATTENDANTS | 658 | 568 | 2,157 | 1,771 |
| 3 TOTAL COMPANIONS | 75 | 58 | 213 | 169 |
| 4 TOTAL PASSENGERS | 12,899 | 12,409 | 39,013 | 37,256 |
| 5 TOTAL SERVICE DAYS | 29 | 29 | 90 | 90 |
| 6 VEHICLE REVENUE HOURS | 6,547 | 5,954 | 19,087 | 17,759 |
| 7 VEHICLE SERVICE HOURS | 8,255 | 7,697 | 23,766 | 22,639 |
| 8 VEHICLE NON REV HOURS | 1,708 | 1,742 | 4,679 | 4,881 |
| 9 VEHICLE SERVICE MILES | 115,476 | 110,899 | 341,193 | 327,393 |
| 10 VEHICLE REVENUE MILES | 95,338 | 91,032 | 284,445 | 267,309 |
| 11 VEHICLE NON REV MILES | 20,138 | 19,867 | 56,748 | 60,084 |
| 12 PASS. PER REVENUE HOUR | 1.97 | 2.08 | 2.04 | 2.10 |
| 13 CLIENT PER REVENUE HOUR | 1.86 | 1.98 | 1.92 | 1.99 |
| 14 PASS. PER SERVICE HOUR | 1.56 | 1.61 | 1.64 | 1.65 |
| 15 PASS. PER SERVICE MILE | 0.11 | 0.11 | 0.11 | 0.11 |
| 16 PASS. PER REVENUE MILE | 0.14 | 0.14 | 0.14 | 0.14 |
| 17 TOTAL TRANSFER TRIPS | 924 | 925 | 2,882 | 2,638 |
| 18 SAME DAY TRIPS | 106 | 107 | 302 | 315 |
| 19 SUBSCRIPTION TRIPS | 6,880 | 6,092 | 20,977 | 18,448 |
| 20 DEMAND | 5,287 | 5,695 | 15,679 | 16,874 |
| 21 FAREBOX REVENUE | \$11,572.20 | \$10,054.12 | \$35,460.37 | \$30,579.48 |
| 22 PREPAID CLIENTS | \$5,470.00 | \$4,196.00 | \$20,879.00 | \$17,344.00 |
| 23 COLLECTED BILLING | \$33,010.00 | \$27,200.00 | \$82,382.00 | \$73,774.00 |
| 24 TOTAL REVENUE COLLECTED | \$50,052.20 | \$41,450.12 | \$138,721.37 | \$121,697.48 |
| 25 CHARGEABLE ACCIDENTS | 0 | 0 | 3 | 1 |
| 26 SERVICE COMPLAINTS | 1 | 2 | 2 | 4 |
| 27 SERVICE COMMENDATIONS | 3 | 0 | 6 | 6 |
| 28 SERVICE DENIALS | 0 | 0 | 0 | 0 |
| 29 ROAD CALLS | 5 | 3 | 14 | 6 |
| 30 DRIVER TURNOVER | 1% | 1% | 8% | 2% |
| 31 SCHEDULE ADHERENCE | 75% | 69% | 73% | 75% |
| 32 WHEELCHAIR BOARDING'S | 2,924 | 2,864 | 9,217 | 8,680 |
| 33 W/C LIFT AVAILABILITY | 100% | 100% | 100% | 100% |
| 34 REGISTERED CLIENTS | 6,655 | 6,452 | 19,932 | 19,223 |
| 35 UNDUPLICATED CLIENTS | 939 | 994 | 2,913 | 3,007 |
| 36 NO-SHOWS | 83 | 136 | 236 | 362 |
| 37 CANCELS | 2,718 | 2,641 | 5,337 | 5,897 |
| 38 AVG. TRIP LENGTH (MILES) | 9.0 | 8.9 | 8.7 | 8.8 |
| 39 AVG. SM BUSES IN SERVICE | 8 | 3 | 8 | 3 |
| 40 AVG. BUSES IN SERVICE | 55 | 45 | 43 | 43 |
| 41 TOTAL FUEL/GALLONS | 17,331 | 16,610 | 51,926 | 50,242 |
| 42 FLEET M.P.G. | 6.7 | 6.7 | 6.6 | 6.5 |

Trapeze-Productivity
Trip Hours Productivity

| SERV/REV HOURS LINK vs. BART HOURS | | | REFUEL |
|------------------------------------|--------------------|---------------------|--------|
| 7724.30 | 5982.00 | 1625.10 | 117.20 |
| 7696.60 | 5954.30 | 1742.30 | |
| LINK Invoicing Calculation | | | |
| | Serv. Hrs | 7,696.60 | |
| | Hourly rate | 43.83 | |
| | Total | <u>337,341.98</u> | |
| | Fixed Costs | 84,750.00 | |
| September | Telephone bill | (1,500.00) | |
| | <u>Grand Total</u> | <u>\$420,591.98</u> | |

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)

** equals drivers divided headcount times 100*

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

** Late divided trips*

Stactical 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

operations-daily operations report