

**CCCTA LINK
MONTHLY OPERATING SUMMARY
FEBRUARY FY 17/18**

SUMMARY	FEBRUARY FY 16/17	FEBRUARY FY 17/18	YTD FY16/17	YTD FY 17/18
1 TOTAL CLIENTS	10,494	10,519	90,177	89,350
2 TOTAL ATTENDANTS	558	670	4,490	6,112
3 TOTAL COMPANIONS	27	66	436	386
4 TOTAL PASSENGERS	11,079	11,255	95,103	95,848
5 TOTAL SERVICE DAYS	28	28	238	238
6 VEHICLE REVENUE HOURS	5,155	5,655	46,427	46,256
7 VEHICLE SERVICE HOURS	6,471	7,325	59,122	60,394
8 VEHICLE NON REV HOURS	1,317	1,658	12,695	15,131
9 VEHICLE SERVICE MILES	91,776	103,756	835,569	870,155
10 VEHICLE REVENUE MILES	63,644	82,622	598,124	692,042
11 VEHICLE NON REV MILES	18,527	21,134	158,036	178,113
12 PASS. PER REVENUE HOUR	2.15	1.99	2.05	2.07
13 CLIENT PER REVENUE HOUR	2.04	1.86	1.94	1.93
14 PASS. PER SERVICE HOUR	1.71	1.54	1.61	1.59
15 PASS. PER SERVICE MILE	0.12	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.17	0.14	0.16	0.14
17 TOTAL TRANSFER TRIPS	1,061	537	7,233	7,526
18 SAME DAY TRIPS	81	132	930	1,090
19 SUBSCRIPTION TRIPS	5,587	6,055	47,490	50,219
20 DEMAND	4,910	4,491	42,753	39,211
21 FAREBOX REVENUE	\$8,282.91	\$9,979.46	\$77,404.96	\$80,782.99
22 PREPAID CLIENTS	\$4,843.00	\$7,023.00	\$53,790.00	\$39,008.00
23 COLLECTED BILLING	\$35,498.00	\$12,724.00	\$209,044.00	\$167,982.80
24 TOTAL REVENUE COLLECTED	\$48,623.91	\$29,726.46	\$340,238.96	\$287,773.79
25 CHARGEABLE ACCIDENTS	0	0	3	5
26 SERVICE COMPLAINTS	0	4	7	21
27 SERVICE COMMENDATIONS	0	3	11	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	0	12	17
30 DRIVER TURNOVER	0%	1%	10%	26%
31 SCHEDULE ADHERENCE	69%	74%	74%	75%
32 WHEELCHAIR BOARDING'S	2,370	2,396	22,760	18,083
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,778	5,749	49,300	49,013
35 UNDUPLICATED CLIENTS	736	790	7,215	16,780
36 NO-SHOWS	214	309	1,405	1,988
37 CANCELS	1,397	2,170	15,063	16,852
38 AVG. TRIP LENGTH (MILES)	8.3	9.2	8.8	9.1

39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	42	48	37	48
41 TOTAL FUEL/GALLONS	13,992	15,147	124,757	134,761
42 FLEET M.P.G.	6.6	6.9	6.7	6.5