

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

<b>SUMMARY</b>	<b>MARCH FY 16/17</b>	<b>MARCH FY 17/18</b>	<b>YTD FY16/17</b>	<b>YTD FY 17/18</b>
<b>1 TOTAL CLIENTS</b>	12,418	12,033	102,595	101,383
<b>2 TOTAL ATTENDANTS</b>	778	859	5,268	6,971
<b>3 TOTAL COMPANIONS</b>	34	51	470	437
<b>4 TOTAL PASSENGERS</b>	13,230	12,943	108,333	108,791
<b>5 TOTAL SERVICE DAYS</b>	31	31	269	269
<b>6 VEHICLE REVENUE HOURS</b>	6,243	6,150	52,670	52,406
<b>7 VEHICLE SERVICE HOURS</b>	7,812	8,008	66,934	68,402
<b>8 VEHICLE NON REV HOURS</b>	1,569	1,859	14,265	16,989
<b>9 VEHICLE SERVICE MILES</b>	117,488	115,510	953,057	985,665
<b>10 VEHICLE REVENUE MILES</b>	79,238	93,172	677,363	785,214
<b>11 VEHICLE NON REV MILES</b>	22,632	22,338	180,668	200,451
<b>12 PASS. PER REVENUE HOUR</b>	2.12	2.10	2.06	2.08
<b>13 CLIENT PER REVENUE HOUR</b>	1.99	1.96	1.95	1.93
<b>14 PASS. PER SERVICE HOUR</b>	1.69	1.62	1.62	1.59
<b>15 PASS. PER SERVICE MILE</b>	0.11	0.11	0.11	0.11
<b>16 PASS. PER REVENUE MILE</b>	0.17	0.14	0.16	0.14
<b>17 TOTAL TRANSFER TRIPS</b>	1,258	906	8,491	8,432
<b>18 SAME DAY TRIPS</b>	105	129	1,035	1,219
<b>19 SUBSCRIPTION TRIPS</b>	7,071	6,803	54,561	57,022
<b>20 DEMAND</b>	5,366	5,286	48,119	44,497
<b>21 FAREBOX REVENUE</b>	\$9,702.12	\$11,327.75	\$87,107.08	\$92,110.74
<b>22 PREPAID CLIENTS</b>	\$6,852.00	\$8,674.00	\$60,642.00	\$47,682.00
<b>23 COLLECTED BILLING</b>	\$19,580.00	\$35,414.00	\$228,624.00	\$203,396.80
<b>24 TOTAL REVENUE COLLECTED</b>	\$36,134.12	\$55,415.75	\$376,373.08	\$343,189.54
<b>25 CHARGEABLE ACCIDENTS</b>	0	0	3	5
<b>26 SERVICE COMPLAINTS</b>	1	4	8	25
<b>27 SERVICE COMMENDATIONS</b>	1	3	12	10
<b>28 SERVICE DENIALS</b>	0	0	0	0
<b>29 ROAD CALLS</b>	3	1	15	18
<b>30 DRIVER TURNOVER</b>	0%	4%	10%	30%
<b>31 SCHEDULE ADHERENCE</b>	73%	74%	74%	75%
<b>32 WHEELCHAIR BOARDING'S</b>	2,793	2,835	25,553	20,918
<b>33 W/C LIFT AVAILABILITY</b>	100%	100%	100%	100%
<b>34 REGISTERED CLIENTS</b>	6,817	6,627	56,117	55,640
<b>35 UNDUPLICATED CLIENTS</b>	855	912	8,070	17,692
<b>36 NO-SHOWS</b>	265	306	1,670	2,294
<b>37 CANCELS</b>	2,706	2,684	17,769	19,536

<b>38 AVG. TRIP LENGTH (MILES)</b>	8.9	8.9	8.8	9.1
<b>39 AVG. SM BUSES IN SERVICE</b>	3	3	3	3
<b>40 AVG. BUSES IN SERVICE</b>	43	46	47	50
<b>41 TOTAL FUEL/GALLONS</b>	17,306	17,266	142,063	152,027
<b>42 FLEET M.P.G.</b>	6.8	6.7	6.7	6.5