

**CCCTA LINK
MONTHLY OPERATING SUMMARY
FEBRUARY FY 18/19**

SUMMARY	FEBRUARY FY 17/18	FEBRUARY FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	10,519	10,957	89,350	91,820
2 TOTAL ATTENDANTS	670	1,039	6,112	8,655
3 TOTAL COMPANIONS	66	45	386	481
4 TOTAL PASSENGERS*	11,255	12,041	95,848	100,956
5 TOTAL SERVICE DAYS	28	28	238	239
6 VEHICLE REVENUE HOURS	5,566	6,781	46,167	53,302
7 VEHICLE SERVICE HOURS	7,325	8,781	60,394	67,988
8 VEHICLE NON REV HOURS	1,658	2,000	15,131	14,686
9 VEHICLE SERVICE MILES	103,756	127,958	870,155	1,001,047
10 VEHICLE REVENUE MILES	82,622	101,673	692,042	816,193
11 VEHICLE NON REV MILES	21,134	25,951	178,113	184,520
12 PASS. PER REVENUE HOUR	2.02	1.78	2.08	1.89
13 CLIENT PER REVENUE HOUR	1.89	1.62	1.94	1.72
14 PASS. PER SERVICE HOUR	1.54	1.37	1.59	1.48
15 PASS. PER SERVICE MILE	0.11	0.09	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.12	0.14	0.12
17 TOTAL TRANSFER TRIPS	537	981	7,526	8,368
18 SAME DAY TRIPS	132	138	1,090	1,026
19 SUBSCRIPTION TRIPS	6,055	5,140	50,219	46,136
20 DEMAND	4,491	5,823	39,211	45,657
21 FAREBOX REVENUE	\$9,979.46	\$8,969.80	\$80,782.99	\$77,829.27
22 PREPAID CLIENTS	\$7,023.00	\$7,169.00	\$39,008.00	\$45,919.00
23 COLLECTED BILLING	\$12,724.00	\$20,718.00	\$167,982.80	\$215,268.56
24 TOTAL REVENUE COLLECTED	\$29,726.46	\$36,856.80	\$287,773.79	\$339,016.83
25 CHARGEABLE ACCIDENTS	0	2	5	7
26 SERVICE COMPLAINTS	4	13	21	84
27 SERVICE COMMENDATIONS	3	0	7	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	2	17	24
30 DRIVER TURNOVER	1%	1%	26%	7
31 SCHEDULE ADHERENCE	74%	78%	75%	79%
32 WHEELCHAIR BOARDING'S	2,396	2,547	18,083	21,752
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,749	3,880	49,013	31,105
35 UNDUPLICATED CLIENTS	790	781	16,780	6,666
36 NO-SHOWS	309	80	1,988	640
37 CANCELS	2,170	2,925	16,852	24,796
38 AVG. TRIP LENGTH (MILES)	9.2	10.6	9.1	9.9
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	48	47	48	47
41 TOTAL FUEL/GALLONS	15,147	17,673	134,761	145,456
42 FLEET M.P.G.	6.9	7.2	6.5	6.9