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	Wind Speed	Description	Waves
1	1 - 3	Light airs	Ripples.
2	4 - 6	Light breeze	Small wavelets
3	7 - 10	Gentle breeze	Occasional crests.
4	11- 16	Moderate breeze	Frequent white horses
5	17- 21	Fresh breeze	Moderate waves, many white crests.
6	22 - 27	Strong breeze	Large waves, white foam crests.
7	28 - 33	Near gale	4m waves. Sea heaps up, spray, breaking waves, foam blows in streaks.
8	34 - 40	Gale	Moderately high waves (5.5m), breaking crests. Foam blown in streaks.
9	41 - 47	Severe gale	High waves (7m), spray affects visibility. Dense streaks of foam along the direction of wind; crests of waves begin to topple and roll over.
10	48 - 55	Storm	Very high waves (9m) long breaking crests
11	55 - 63	Violent Storm	11m waves Sea covered in foam. Visibility affected.
12	64 +	Hurricane	11m+ waves The air is filled with foam and spray; sea completely white with driving spray; visibility very seriously affected



SaaS Metrics - Definitions

Recurring Revenue
The amount of subscription revenue owed by a customer over a fixed time period, usually measured monthly (MRR), quarterly (QRR), or annually (ARR).

$$\text{recurring revenue} = \text{RR} = \frac{R}{\Delta t}$$

$$\text{ARR} = 4 \times \text{QRR} = 12 \times \text{MRR}$$

$$R = \text{subscription revenue owed during time } \Delta t$$

$$\Delta t = \text{amount of elapsed time}$$
Example
 A two year subscription contract with a total contract value (TCV) of \$24K

$$\text{ARR} = \$12K \text{ per year} = \frac{\$24K}{2 \text{ years}}$$

$$\text{MRR} = \$1,000 \text{ per month} = \frac{\$24K}{24 \text{ months}}$$

Churn Rate (aka attrition)
Percentage rate of customer cancellations over time, usually on an annual basis. Also, the probability that a single customer will cancel during a specific time period.

$$\text{churn rate} = a = \frac{\Delta C_{\text{cancel}}}{C \times \Delta t}$$

$$C = \# \text{ of customers}$$

$$\Delta t = \text{amount of elapsed time}$$

$$\Delta C_{\text{cancel}} = \text{customers cancelling in time } \Delta t$$
Example
 Of 100 customers, 10 cancel in 6 months (0.5 yrs)

$$\text{monthly churn rate} = 1.67\% \text{ per month} = \frac{10}{100 \times 6}$$

$$\text{annual churn rate} = 20\% \text{ per year} = \frac{10}{100 \times 0.5}$$

Average Recurring Revenue (aka avg. sale price)
The recurring revenue owed on AVERAGE per customer. Equal to the average sale price for the initial subscriptions and then increases over time from upgrades and upsells.

$$\text{average recurring revenue per customer} = \text{ARR} = \frac{\text{TRR}}{C}$$

$$\text{TRR} = \text{total recurring revenue}; C = \# \text{ of customers}$$
Example
 Total Current Customers: 2,000
 Total Current RR: \$20,000,000
 ARR for Current Customers: \$10,000
 Average Upgrade Amount: \$2,500
 # New Customers: 400
 Total New ARR: \$3,000,000
 ARR for New Customers: \$7,500

Customer Acquisition Cost (per customer)
The one-time cost of all marketing and sales activities plus all physical infrastructure and systems required to motivate a customer to purchase, including fully loaded labor costs, usually quoted as an average unit cost per new customer.

$$\text{CAC} = \frac{\text{marketing \& sales expenses}}{\Delta C_{\text{new}}}$$

$$\Delta C_{\text{new}} = \text{new customers acquired from activities associated with marketing \& sales expenses}$$
Example
 # New Customers: 400
 Total New ARR: \$3,000,000
 ARR per New Customer: \$7,500
 CAC per New Customer: \$4,875
 Marketing Staff: \$600,000
 Promotions/Website: \$300,000
 Sales Staff: \$1,000,000
 Sales Systems/TBE: \$50,000
 Total CAC: \$1,950,000

Average Cost of Service (per customer)
The recurring cost of all engineering, support, account management customer service, and billing activities plus all physical infrastructure and systems required to maintain a current customer, including fully loaded labor costs, usually quoted as an average unit cost per current customer.

$$\text{ACS} = \frac{\text{recurring service expenses}}{C}$$

$$C = \text{all current customers maintained by the associated recurring service expenses}$$
Example
 # Current Customers: 1,000
 Total Current ARR: \$10,000,000
 ARR per Current Customer: \$10,000
 CAC per New Customer: \$4,875
 ACS per Current Customer: \$3,200
 Engineering & Support: \$1,800,000
 Account Management & Billing: \$600,000
 Hardware/Software: \$800,000
 Total Recurring Cost of Service: \$3,200,000

Customer Lifetime Value
The economic value of a customer over its lifetime. Can be built up for increasing accuracy by components as follows:
 1. recurring revenue, 2. churn (c), 3. acquisition cost, 4. cost of service, 5. capital interest rate (i), and 6. initial growth (g).

$$\text{CLTV}_{\text{simple}} = \text{expected lifetime revenue} = \frac{a}{i}$$

$$a = \text{ARR}$$

$$i = \text{customer lifetime} = \frac{1}{1 + g}$$

$$\text{CLTV}_{\text{complete}} = \text{NPV profit} = \frac{\text{ARR} - \text{ACS} - (1 + g) \text{CAC}}{1 + g}$$
Example
 ARR: \$10,000, churn: 30%
 ACS: \$3,200, growth: 20%
 CAC: \$4,875, interest: 20%
 CLTV (simple): \$100,000
 CLTV (complete): \$53,375
 (*customer lifetime = 1=1/30% per year = 10 years)

CaDCE School Transportation Driver Security Awareness Pre-trip Inspection Form

Driver's Name: _____ Driver's Signature: _____
 Bus #: _____ Week Starting Date: _____ Week Ending Date: _____

Instructions: Indicate each item or item checked with a mark in the driver security awareness pre-trip inspection. Place a check (✓) in the appropriate space if driver present, any required item should have an (X) placed over the (B). The Mechanic must initial or certify that the repair was made. During the security awareness check, if you see anything different, out of place or tampered with, or a questionable situation from the post-trip, notify Dispatch immediately.

BUS #	Form stays with bus						
	Sat	Sun	Mon	Tue	Wed	Thu	Fri
EXTERIOR	Changes from post-trip - vandalism, damage, graffiti						
	Bus Exterior - sides, roof, underneath. Check for hanging objects, wires, sagging exhaust pipe, body condition						
	Tires - no damage, tread checked						
	Fluid Levels - engine, transmission, fuel, differential, brake						
	Bumper, crossing gate area						
	Wheels - all wheels, wheels/tyres, not cracked or broken						
	Mirrors - (inspect) correct, glass clean						
	Passenger door - Full clear area						
	Front fender, cage, linkage - right check only						
	Reflections, reflective tape, decals						
INTERIOR	Exhaust, drive shaft, frame - right-check only						
	Internal storage compartments - if applicable						
	Rear Suspension system - left, right						
	Frame, seat springs, hinges, mounts, shock						
	Rear Wheels - left, right						
	Wheels, nuts, lock ring, lug nuts, coil, seat, brake, spacers						
	Rear Dual Tires - left, right						
	Proper inflation, wear - 1/16" min. damage, valve stem						
	Rear Brakes - left, right air brake tests						
	Chambers, slack adjusters, brake rod, drums						
MECHANICAL	Emergency exit door(s) - warning buzzer						
	Light lenses, covers & color - All						
	Exhaust - full open open; correct pipe, light						
	Battery box, stop arm(s)						
	Front Wheels - left, right						
	Nuts, nuts, hub seat-brake, lug nuts						
	Front Tires - left, right						
	Proper inflation, wear - 1/32" min. damage, valve stem						
	Excessive oil, grease deposits						
	Fluid Levels - engine oil, transmission fluid, coolant, power steering, power brakes (if applicable), washer fluid						
Water pump, power steering pump							
Wiring Harness, Wires, Clamps							
Wax - all: Floors							
Power steering, radiator, brake, compressor, vacuum pump							
Air compressor, alternator							
Steering System							
Steering column, gear box, linkage, tie rod, axle							
Suspension System front - left, right							
Frame, leaf springs, mounts, hangers, shackles, shock absorbers							
Front Brakes - left, right							
Chambers, slack adjusters, brake rod, drums							

