Advisory Committee

County Connection Office – Board of Director Room 2477 Arnold Industrial Way, Concord, CA 94520

Friday, May 13, 2011 10:00 AM - 12:00 PM

Agenda

- 1. Call to Order Roll Call
- 2. Agenda Approval*
- 3. Approval of Minutes of April 13, 2011 meeting*
- 4. Public Comment
- 5. Revised Committee Role & Function*
- 6. Transition Plan"
- 7. Paratransit Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Report* March
 - c. ADA Related Customer Service Reports
 - d. April Driver Appreciation Winner Roashona Danie
 - e. Ramp Events*
- 8. Fixed Route Staff Reports
 - a. Fixed Route Ridership Report*
 - b. CCCTA Website User Information*
- 9. Community Connection Van Program
- 10. Committee Member Communications
- 11. Adjournment Next meeting to be determined

*Enclosure

County Connection Scheduled Committee Meeting agendas are posted at www.cccta.org.

General Information

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.cccta.org.

Public Comment: Each person wishing to address the CCCTA Advisory Committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the staff liaison. A period of thirty (30) minutes has been allocated for public comments concerning items of

interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair. Accessible Public Meetings: Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by CCCTA at least 48 hours before the meeting convenes. Requests should be sent to Manager of Marketing, 2477 Arnold Industrial Way, Concord, CA 94520 or burdle.@ccta.org.

Shuttle Service: With 24-hour notice, a CCCTA LINK shuttle can be available at the North Concord BART station for individuals who want to attend this meeting. To arrange for the shuttle service, please call Robert Greenwood at (925) 680-2072, no later than 24 hours

prior to the start of the meeting.

<u>Advisory Committee</u>

Summary Minutes

Meeting of April 13, 2011

The meeting was called to order at 3:00 PM. Members present were, Sara Vital, Phil Reed, Jan Kunz, Maureen Murphy, and Sue Littlehale.

County Connection Staff present: Rick Ramacier, Anne Muzzini, and Mary Burdick

Guests: Ralph Hoffmann, Betty Zarn, Richard Dennin

Approval of Agenda

The agenda was approved.

Approval of the Minutes of the former CAC and ASC for March 2011

The minutes were approved with one noted change under item #3 Public Communication. Mr. Hoffmann corrected that in the City of Walnut Creek members of the former CAC were appointed by the Transportation Commission, not the Planning Commission.

Public Comment

Mr. Dennin spoke to the committee about a serious concern he had with the LINK service on April 4, 2011 that involved both miscommunication among LINK staff, and his dissatisfaction with one employee. The General Manager offered to speak with him directly at the conclusion of the meeting.

Ralph Hoffman introduced himself to the committee as both a fixed-route and a LINK rider. Mr. Hoffmann noted the various transportation related meetings he attends.

Ms. Zarn introduced herself as one of the founding members of the Accessible Services Committee that was responsible for assuring all buses had accessible features. She questioned whether or not LINK transportation to/from the meeting was free, and received conflicting answers. Staff clarified that LINK service to the meetings was free to the members of the committee, and that members of the general public could use free LINK shuttle service from the nearest BART station to the meeting locations posted on each agenda.

Restructuring the Advisory Committees

CCCTA General Manager, Rick Ramacier addressed the committee, providing insight into the Boards' reasons for combining the two citizen's groups. He explained that the financial strains and staff reductions in past two years played a role in the decision, but also, the movement within their own jurisdictions to integrate committees and commissions for greater efficiency. Mr. Ramacier stated that compliance with ADA regulations has been mandated for over 20

years now, and that the intent of the ADA was to provide equal access, and not to be considered as "separate". For this reason, it's vital that the advisory committee be well informed of how both fixed-route and paratransit services work as one system. Regarding terms, Mr. Ramacier reported that the ultimate goal is to have this committee consist of eleven members with a representative from each community, but that no current representative is asked to leave their position. Everyone agreed that since there are only two jurisdictions with dual representatives that the members would serve out their term and the jurisdiction determine who to reappoint or if a new recruitment will take place.

Mr. Hoffmann suggested that an "at large" seat be approved. Mr. Reed responded that this wasn't necessary as this is an advisory body that encourages the sharing of ideas. Any member of the public is invited to attend and share ideas.

In an effort reach consensus on the meeting day and time, Ms. Burdick asked each member for their preference. Responses are as follows:

<u>Sarah Vital</u> - flexible on the day of the week, prefers morning meetings <u>Sue Littlehale</u> – Prefers morning meetings, not available on Wednesday <u>Maureen Murphy</u> – Most days are flexible, prefers Friday, prefers mornings <u>Phil Reed</u> – Not available Tues. or Wed. Prefers Fridays, prefers morning or early afternoon <u>Jan Kunz</u> – Originally preferred afternoons, but can be flexible with notice <u>Eileen Vonk*</u> – Wednesdays and 2nd Thursdays not good, morning or early afternoon <u>Connie Whiting*</u> – prefers evening meetings, but has two Fridays off each month and is flexible.

Sandra Smith* – Available 1st, 3rd, 4th Monday or 1st, 2nd, 4th Friday - morning or early afternoon. (Home by 5:00 PM)

David Lloyd* -

<u>Luke Lucas*</u> – Prefers evenings

Staff will contact those members not able to attend for more details on availability and make a recommendation on meeting day and time to accommodate the as many members as possible.

Role And Function

Staff provided the Role (Rule) and Function documents for both former committees. Mr. Ramacier reminded the committee that when CCCTA was first formed, only fixed-route service was provided. When CCCTA took over paratransit service the Accessible Services Committee was formed to assist with ADA compliance, which is why the roles of the two committees were so different. Sue Littlehale asked if there was a direction or a focus that the Board wanted this group to take, to which Mr. Ramacier explained that as long as the group is acting within the approved guidelines (Role and Function) the Board does not want to micromanage the committee, but rather, would like to see the group be self-directed as advisors between their jurisdictions and the Board.

Mr. Ramacier suggested that the Advisory Committee allow staff to present a draft a Role & Function document at the next meeting that outlines the committee structure and composition as discussed, and integrates the roles and responsibilities from the two documents into one. The Committee agreed.

Outline of Future Agenda Items

Ms. Burdick presented an outline of the standard monthly reports that each committee has been accustomed to reviewing, and the types of periodic staff reports that will be important for the Advisory Committee to be aware of. Examples included the status of the upcoming van replacement project and the continuation of the Community Connection van donation program, real time bus and communication upgrades that will be of benefit to both fixed-route and paratransit users, marketing and outreach programs, Clipper updates, and service or fare change updates, etc.

Adjournment

The meeting was adjourned at 4:45 PM.

The next meeting was scheduled for Friday, May 13, 2011 at 3:00 PM.

Mary Burdick, Manager of Marketing/Public Relations

Central Contra Costa Transit Authority Advisory Committee Role and Function Proposed May, 13, 2011

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction

Officers

• The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

• The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting

A majority of those present shall be required to adopt an action

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and to report service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and to assist in the education of their jurisdictions of the fixed-route and accessible services that are available.

In fulfilling this charge members may be expected to:

- Make formal recommendation in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments.
- Maintain a working relationship with Board representative from his/her jurisdiction
- Advisory Committee shall appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Network with other interested citizens and groups in the community
- Assist CCCTA staff at community or business events
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the service to the Authority

Inter Office Memo

To: Advisory Committee

From: Mary Burdick, Senior Manager of Marketing

Date: May 4, 2011

Reviewed By:

SUBJECT: County Connection Advisory Committee Transition Plan

SUMMARY OF ISSUES:

On Wednesday, April 13, 2011 the newly combined Advisory Committee members met discuss a plan for transitioning the two former advisory committees into one. Consensus was reached on most issues therefore staff proposes the following:

- Name the new committee the County Connection Advisory Committee.
- In the case of <u>dual representation</u> (only two jurisdictions), both representatives would serve their full terms, on expiration of either term, the jurisdiction would recommended one candidate.

 The jurisdictions without representation at this time should proceed with recruitment once the transition plan and the revised role and function document is approved by the Board of Directors.
- Consider a draft combined <u>Role and Function</u>
 developed by staff at the next meeting. A combined
 document would encompass key roles in the past
 CAC and ASC documents. Once reviewed and
 accepted by the Advisory Committee, the new draft
 will be forwarded to the Board of Directors.
- None of the officers from the former Citizen's Advisory Committee are on the new committee. The committee decided that <u>Sara Vital and Phil</u> <u>Reed, be the Chair and Vice Chair.</u>
- The meeting time recommended is the <u>first Friday</u> of the month at 1pm in alternate months of the year.

RECOMMENDATION:

Discuss and adopt transition plan to present to the Board of Directors in June.

ADA CERTIFICATION and RECERTIFICATION FY 2011

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	MONTH		7nr		AUG	TOES	- - -	ОСТ	AON.	2	DEC		JAN	FEB		MAR	Ç	AL	MAY	NUr		TOTAL

3,633 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

CCCTA LINK MONTHLY OPERATING SUMMARY MARCH FY10/11

		MARCH	MARCH	YTD	YTD
	SUMMARY	FY09/10	FY 10/11	FY09/10	FY10/11
1	TOTAL CLIENTS	14,267	14,040	117,684	113,292
2	TOTAL ATTENDANTS	1,489	1,009	10,278	9,181
3	TOTAL COMPANIONS	63	97	1,704	640
4	TOTAL PASSENGERS	15,819	15,146	129,666	123,113
5	TOTAL SERVICE DAYS	31	31	269	271
	VEHICLE REVENUE HOURS	7695.7	7,278.64	63062.8	61,272.68
	VEHICLE SERVICE HOURS	9247.5	8,916.80	76285.8	74,749.96
	VEHICLE NON REV HOURS	1551.9	1,638.16	13223.0	13,477.28
	VEHICLE SERVICE MILES	148713.0	141,206	1232504.0	1,168,489
	VEHICLE REVENUE MILES	124245.0	116,511	1018239.0	962,446
	VEHICLE NON REV MILES	24468.0	24,655	214265.0	205,844
	PASS. PER REVENUE HOUR	2.06	2.08	2,06	2.01
	CLIENT PER REVENUE HOUR	1.85	1.93	1.87	1.85
	PASS. PER SERVICE HOUR	1.71	1.70	1.70	1.65
	PASS, PER SERVICE MILE	0.11	0.11	0.11	0.11
	PASS, PER REVENUE MILE	0.13	0.13	0.13	0.13
	TOTAL TRANSFER TRIPS	1,321	1,038	21,077	8,513
	SAME DAY TRIPS	166	248	1,018	1,839
	SUBSCRIPTION TRIPS DEMAND	9,707	9,454	43,624	67,943
20	DEWAND	4,560	4,496	19,652	32,659
21	FAREBOX REVENUE	\$16,585.00	\$15,819.50	\$144,027.13	\$129,737.00
	PREPAID CLIENTS	\$30,922.50	\$30,478.50	\$204,509.78	\$230,427.00
	COLLECTED BILLING	\$2,008.00	\$1,536.00	\$85,874.00	\$68,316.60
	TOTAL REVENUE COLLECTED	\$49,515.50	\$47,834,00	\$434,410.91	\$428,480.60
	TOTAL REPEROE COLLEGIES	ψτο,ο 10.00	ψτι,004.00	ψ 434,410.81	ψ420,400.00
25	CHARGEABLE ACCIDENTS	2	0	8	2
	SERVICE COMPLAINTS	1	0	6	0
	SERVICE COMMENDATIONS	2	0	13	Ö
28	SERVICE DENIALS	0	0	0	0
29	ROAD CALLS	4	3	25	25
30	DRIVER TURNOVER	0.0	2.1	8.0	2.08
31	SCHEDULE ADHERENCE	93%	94%	94%	95%
32	WHEELCHAIR BOARDING'S	4,041	3,520	33,336	29,464
33	W/C LIFT AVAILABILITY	100%	100%	100%	100%
34	REGISTERED CLIENTS	8,865	10,149	N/A	N/A
35	UNDUPLICATED CLIENTS	1,133	1,083	N/A	N/A
	NO-SHOWS	57	60	358	618
	CANCELS	2,260	1,959	17,269	16,743
38	AVG. TRIP LENGTH (MILES)	9.4	9.3	9.5	9.5
	AVG. SM BUSES IN SERVICE	5	5	5	5
	AVG. BUSES IN SERVICE	48	48	48	48
	TOTAL FUEL/GALLONS	19,475	18,416	172,334	162,116
42	FLEET M.P.G.	7.8	7.7	7.2	7.2
43	DRIVER ROAD CHECK	190	16	470	206
	RIDER SURVEY'S	182 8	16 10	472 26	386 80
-14	RIDER CORVET O	o	10	26	89
	QUARTERLY STARTS (3RD)				
45	AMB LIFT BOARDINGS	5,604	9,060	16,488	26,232
70		0,004	0,000	10,400	<u>د</u> ن,دند

RAMP EVENTS BY ROUTE

(sort by YTD Total - decending order)

D 4	T. 1 40	4 40	0	0.115								T	YTD
Route		Aug-10		<u> </u>	Nov-10		Jan-11		Mar-11	Apr-11	May-11	Jun-11	Total.
20	262	219	449	500	612	494	438	347	392				3,713
10	172	238	363	305	366	401	430	341	369				2,985
28	209	175	221	463	358	349	485	368	265				2,893
16	219	315	236	292	233	192	210	231	187				2,115
15	195	187	291	164	223	128	161	78	199				1,626
14	132	188	170	168	137	111	187	118	136				1,347
11	248	128	161	185	127	1 24	176	58	101				1,308
9	160	165	153	206	253	104	92	79	83		-		1,295
4	174	161	117	89	108	108	103	89	105				1,054
21	180	132	112	74	128	92	113	67	100				998
98X	125	105	75	142	107	71	43	100	115				883
6	121	142	177	152	120	41	18	27	32				830
314	92	103	120	104	54	57	53	98	76				757
18	131	49	62	69	49	47	51	129	162				749
35	104	120	34	25	55	79	114	94	76				701
17	99	75	101	62	58	51	61	74	116				697
1	102	78	26	61	73	85	57	67	80				629
36	91	136	122	56	39	5	27	4 2	8				526
7	58	49	32	11	43	31	82	24	21				351
19	68	26	25	47	46	21	21	51	43				348
600's		24	33	39	35	68	40	7	27				273
5	13	24	61	.8	8	51	26	13	27			•	231
2	18	24	28	37	30	15	44	12	8				216
25	52	45	22	11	5		7		40				204
96X	25	16	8	15	20	15	27	23	38				187
320	44	17	28	28	9	15		16	26				183
311	32	24	20	25	4	6	14	23	27				175
316	37	6	12	8	7	11	5	31	24	•			141
95X	14	14	3	5	5	18	31	7	25				122
93X	11	15	16	8	11	6	. 17	8	22				114
321	7	15	3	33	17	11	•	12	1				99
97X	3	3	6	13	10	8	3	7	. 5				58
315	8	9	2	5			8	13	3				48
301	5	2	2	2	12		5	12	1				41
92X	2	3			2	8	1	1	1				18
91X	. 2		5			5		0	2				14
6L		1					1	0	0				2
Total	3,215	3,033	3,296	3,412	3,364	2,828	3,151	2,689	2,943	.	0 0	0	######
÷2 =	1,608	1,517	1,648	1,706	1,682	1,414	1,576	1,345	1,472		0 0	0	######
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NOTE: * Data comes from Link Operators ** These are seasonal routes



Inter Office Memo

Agenda Item 7.a

TO: O&S Committee

DATE:

April 15, 2011

FROM: Anne Muzzini

SUBJ:

Fixed Route Reports

Director of Planning & Marketing

Fixed Route Operating Reports for March 2011

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY 2011

1 1 2	V	
Current Month	YTD Avg	Annual Goal
306,272		
12,387	11,827	
1 . 1		

 Pass/Rev Hour
 16.1
 15.6
 FY11 Goal > 17.0

 Missed Trips
 0.13%
 0.12%
 FY11 Goal < 0.25%</td>

 Miles between Road Calls
 29,173
 37,654
 FY11 Goal > 18,000

* Based on Standards from updated SRTP

Analysis

Title

Total Passengers

Average Weekday

Average weekday ridership in March (12,387 passengers) is higher compared to the February ridership of 12,160 passengers and 3% higher than March 2009 of 11,993 passengers. See the attached table showing weekday boardings trend. Productivity in March was equal to 16.1 passengers per hour as compared to February's 16.0 passengers per hour.

The percentage of missed trips was higher in March to (0.13%) as compared to the prior month of (0.08%) in February. The YTD average is 0.12% missed trips.

The number of miles between roadcalls was equal to 29,173 miles in March which is lower than prior month of 31,593 miles in February. The year to date average is 37,654 miles between roadcalls.

Fixed Route Boardings		Passengers by	Revenue Hr	s/Miles	Service Days		Fiscal YTD Co Passenger Bo	
March 2011 - Fixed Route Boardings	302,797	Revenue Hours -	March11	18,793	Weekdays - March I l	23		
Pavilion	0		March10	20,194	March10	23	Fiscal 2011 YTD	2,452,624
Bus Bridge	3,475	Revenue Miles -	MarchIl	210,641	Saturdays - March11	4		
Special Event	0		March10	225,732	March10	4	Fiscal 2010 YTD	2,426,717
					Sundays - March i l	4		
					March10	4		
March 2011 Total Boardings	306,272	Passeng	ers per Mile	1,45	Total Days - 2010	31	YTD Trend	98.9%
March 2010 Total Boardings	311,533	Passenge	ers per Hour	16.30	2009	31	Monthly Trend	101.7%

March 2011 Fixed Route Passenger Total March 2011 Marc Weekday Passen									
Route	Destination Information	Weekday	Saturday	Sunday	Total	Average	Passengers per Revenue Hour		
1	Rossmoor / Shadelands	8,655			8,655	376	14.6		
2	Rudgear / Walnut Creek	1,529			1,529	66	7.6		
4	Walnut Creek Downtown Shuttle	19,842	1,891	1,425	23,159	863	24,1		
4H **	Walnut Creek Extended Holiday Service				0	0	#DIV/0!		
5	Creekside / Walnut Creek	1,736			1,736	75	8,1		
6	Lafayette / Moraga / Orinda	9,557	615	277	10,449	416	13.9		
6L	Orinda / Orinda Village	60			60	3	2.8		
7	Shadelands / Pleasant Hill / Walnut Creek	4,962			4,962	216	6.7		
9	DVC / Walnut Creek	14,367			14,367	625	15.1		
10	Concord / Clayton Rd	23,033			23,033	1,001	25.9		
11	Treat Blvd / Oak Grove	7,824			7,824	340	19.1		
14	Monument Blvd	14,823			14,823	644	16.4		
15	Treat Boulevard	12,950			12,950	563	19.7		
16	Alhambra Ave / Monument Bivd	16,563			16,563	720	13,8		
17	Olivera/Solano / Salvio / North Concord	6,771			6,771	294	15.5		
18	Amtrak / Merello / Pleasant Hill	10,255			10,255	446	14.3		
19	Amtrak / Pacheco Blvd / Concord	3,105			3,105	135	9.8		
20	DVC / Concord	27,950			27,950	1,215	26.9		
21	Walnut Creek / San Ramon Transit Center	14,261			14,261	620	13.7		
25	Lafayette / Walnut Creek	1,036			1,036	45	3.9		
28	North Concord / Martinez	7,625			7,625	332	11.0		
35	Dougherty Valley	8,738			8,738	380	11.7		
36	San Ramon / Dublin	5,863			5,863	255	9.6		
91X	Concord Commuter Express	853			853	33	10.4		
92X	Ace Shuttle Express	4,484			4,484	195	23.:		
93 X	Kirker Pass Express	5,162			5,162	224	18.		
95X	San Ramon / Danville Express	4,541			4,541	197	7 19.		
96X	Bishop Ranch Express	11,566			11,566	503	16.		
97X	Bishop Ranch Express	2,477			2,477	103	10.		
98X	Martinez Express	7,857			7,857	34:	12.		
250 *	Gael Rail Service	65	86	29	180	·]	7 2.		
301	Rossmoor / John Muir Medical Center		322	231	553		7.		
311	Concord / Oak Grove / Treat Blvd / WC		729	564	1,294		10.		
314	Clayton Rd / Monument Blvd / PH		3,767	2,531	6,298		19.		
315	Concord / Willow Pass / Landana		326	183	510		9.		
316	Alhambra / Merello / Pleasant Hill		1,116	810	1,926		13.		
320	DVC / Concord		773	513	1,287		12.		
321	San Ramon / Walnut Creek		1,040	657	1,697		12.		

600':	s Select Service		26,402			26,402	1,148	27.9
	TOTALS		284,910	10,667	7,220	302,797	12,387	16,1
	* Data from Link	** Cooperat Days						

Data from Link ** Seasonal Route

Rammers Stapenger Center, Tice Villey Stud, Booleward Wy, Oxinind Blord, Trininy Ave. BART Walnut Creek, Ygnesie Valley, Montago, John Marr Medical Centus Night Lo. Statistics of Statistics of Control of Study (Control of Study Control of Stud	Route#	Description
4 BART Walant Creek, N Carlifornia Nied, Locuri St, Mt Diabio Sied, Brauchway Piazo, S Main St, Pringle Acc 411 Walant Creek, Revieria Ave, Prahadido Dr., N Civido Dr., N Henatheay, Lincoth Ave, Mt Piagui St, S Main St, Creekvide Dr. 4 BART Orioda, Monaga Wy, Monaga Idd, St Manys Ed, St Many's College, Mt Diabio Bled, BART Laftycete 4 BART Orioda, Crinda Wy 7 BART Orioda, Crinda Wy 8 BART Orioda, Crinda Wy 8 BART Orioda, Crinda Wy 8 BART Orioda, Crinda Wy 9 DYC, Contan Cord Bled, Ellimonout Wy, PRK University, Gregory La, Cleaveland Rd, Boyel Rd, Wilsouton Rd, Patterson Bled, Oak Prak Sted, Coggias Dr., BART Planeaut Hill, Treat Bled, Bart Calletina Bled, Bart Walant Creek, Riviera Ave, Busenu Vista, Genry Rd 9 DYC, Contan Cord Bled, Ellimonout Wy, PRK University, Gregory La, Cleaveland Rd, Boyel Rd, Wilsouton Rd, Patterson Bled, Oak Prak Sted, Coggias Dr., BART Planeaut Hill, M Mint St, Hollehma Bled, Bart Walant Creek 10 BART Conceed, Cleybon Rd, Corner St, Munich Cook Rd 11 BART Conceed, Pen Chionge Highway, Stalvio St, Mint Vista Tectuce, Fry Wy, Clayson Rd, Mankes St, Mondow La, Oak Grove Rd, Treat Bled, BART Pleasant Hill, ARA BART Vista Conceed, Pen Chionge Highway, Stalvio St, Mint Vista Tectuce, Bry Wy, Clayson Rd, Mankes St, Mondow La, Oak Grove Rd, Treat Bled, BART Pleasant Hill, ARA T Walant Creek, Pen Chionge Highway, Stalvio St, Mint Vista Tectuce, Bry Wy, Clayson Rd, Mankes St, Mondow La, Oak Grove Rd, Treat Bled, BART Pleasant Hill, Co. Rd, House, Mankes St, Galacia St, Galacia St, Galacia St, Galacia St, Carleto Stalvio, Bart Mill Rd, Allianahra Ave, Bereelles St, Bokada St, Carleto St, Galacia St, Carleto Stalvio, Bart Mill Rd, Allianahra Ave, Bereelles St, Bokada St, Carleto St, Galacia St, Carleto Stalvio, Bart Mill Rd, Allianahra Ave, Bereelles St, Bokada St, Carleto Stalvio My, Mondo My, Stalvio Stalvio My, Mill Rd, Allianahra Ave, Bereelles St, Bokada St, Carleto Stalvio My, Mondo My, Stalvio Stalvio My, Mondo My, Stalvio My, Mondo My, Stalvio My, Mondo My, Stalvio My, Mondo My	1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave, BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
411 Walnat Creek Estraded Holday Service (November 27 fin: December 3.) 5 BART Walnat Creek, Rivieria Avs., Paleside Dr., N. Civio Dr., N. Brandway, Liacoln Avs., M. Pisgab St., S. Main St., Credicide Dr. 6 BART Orinda, Mentga Wy, Monga Rd, St. Marys Rd, St. Marys College, Mt. Diablo Blvd., BART Lafloyste 6 BART Orinda, Cerida Wy 7 BART Florant Hill, Prest Blvd, Blammoth Rd, Ygnocio Valley Rd, Shadelands Office Fark, Murchballad, BART Walnut Creek, Riviera Ave, Baren Vista, Grany Rd 9 DVC, Centra Cora Blvd, Elikowed Wy, JPK University, Grapoy La, Clemeland Rd, Beyd Rd, W Hooksten Rd, Patternon JHrd, Ook Park Blvd, Claggins Dr., BART 10 BART Concerd, Clopke Rd, Cener St., Maria Creek Rd 11 BART Concerd, Pert Chicago Highway, Salvio St, Mins Vista Terrace, Fry Wy, Clayton Rd, Markes St, Mendow La, Ozić Grove Rd, Treat Blvd, BART Pleasant Hill. 14 BART Concerd, Pert Chicago Highway, Salvio St, Mins Vista Terrace, Fry Wy, Clayton Rd, Tweet Blvd, BART Pleasant Hill. 15 BART Concerd, Pert Chicago Highway, Salvio St, Mins Vista Terrace, Fry Wy, Clayton Rd, Tweet Blvd, BART Pleasant Hill. 16 BART Concerd, Pert Chicago Highway, Salvio St, Parkside Dr., Willow Pras Rd, Landano Dr., West St, Clayton Rd, Treat Blvd, BART Pleasant Hill. 16 BART Concerd, Ook St, Laguns St, Detroit Ave, Monument Blvd, Mehr Lu, David Ave, Bancroff Rd, Tweet Blvd, BART Pleasant Hill, Ook Rd, NC Vice BART Concerd, Ook St, Gallwab St, Monument Blvd, Crassant-Pluce, Clearefued Rd, Gragovy Liu, Pleasant Hill Rd, Alliamber Ave, Bercellose St, Biother St, Solare Wy, Oliven St, Clayton Rd, Gragovy Liu, Pleasant Hill Rd, Taylor Blvd, Meralio Ave, Vilking Dr, Contra Costa Bivd, DVC, Old Quarry Rd, Standard Rd, Grapovy Liu, Pleasant Hill Rd, Taylor Blvd, Meralio Ave, Vilking Dr, Contra Costa Bivd, DVC, Old Quarry Rd, Standard Rd, Standard Rd, Grant Rd, St., Concerd, Nov., Biother Rd, Clayton Rd, Glateway Rd, Clayton Rd, Glateway Rd, Bart Villam Creek 18 BART Concerd, Grant St, Concerd Rdd, Clayton Rd, Galeway Rd, David Rd, Willow Pras Rd, Sm	2	Rudgear Rd, Stewart Ave, Trofter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
15 BART Walmat Creek, Rivierin Ave, Parkaide Dr. N Civio Dr., N Breadway, Lincoln Ave, Mr Piggin St. S Main St. Crederide Dr. 6 BART Oriods, Monga Wy, Monga Rd, St Mary Rd, St Mary's College, Mt Diable Blvd, BART Laftgorte 6 BART Oriods, Ocide Wy 7 BART Plasmat Hall, Treat Blvd, Barcroft Rd, Ygmudo Valoy Rd, Shadelando Office Park, Macdininks, BART Walmat Creek, Rycera Ave, Burne Vista, Genry Rd 9 DVC, Contac Code Blvd, Elithorod Wy. JPK University, Oregory Ln, Cleavelland Rd, Boyd Rd, W Hordstern Rd, Patterson Blvd, Oak Park Nivd, Coggina Dr., BART 10 DART Concerd, Cliptor Rd, Conier St, Mana Creek Rd 11 BART Concerd, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bantroll Rd, Tvert Blvd, BART Pleasmat Hill 12 BART Concerd, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bantroll Rd, Tvert Blvd, BART Pleasmat Hill 13 BART Concerd, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bantroll Rd, Tvert Blvd, BART Pleasmat Hill 14 BART Concerd, Oak St, Galindo St, Meetament Blvd, Crasseat Plaze, Cleave-land Rd, Oregony Ln, Peasant Hill Rd, Allumbra Ave, Berrellens St, Elicoba St, Orac St, Bart Mark Concerd, Oak St, Galindo St, Meetament Blvd, Crasseat Plaze, Cleave-land Rd, Oregony Ln, Peasant Hill Rd, Allumbra Ave, Berrellens St, Elicoba St, Cont St, Galindo St, Meetament Blvd, Crasseat Plaze, Cleave-land Rd, Oregony Ln, Peasant Hill Rd, Allumbra Ave, Berrellens St, Elicoba St, Cont St, Galindo St, Cont St, Galingo St, Galingo St, Gali	4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
6 BART Orioda, Moraga Wy, Monga Rd, St Marya Rd, St Marya College, Mt Daiblo Blvd, BART Lafayette 6 L BART Orioda, Orioda Wy 7 BART Pleasant Hill, Treat Blvd, Baranoft Rd, Ygmeio Yalcey Rd, Stadelands Office Park, Marchbanks, BART Walnut Creek, Rivlem Ave, Buren Vista, Geury Rd 9 DVC, Costen Coeta Blvd, Ellinvood Wy, JFX University, Cregory Ln, Cleaveland Rd, Boyd Rd, W Hockston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dv, BART 10 BART Concord, Gront RC, Conter St, Marsh Creek Rd 11 BART Concord, Fort Chicago Highway, Salvio St, Mira Vista Temore, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill 14 BART Concord, Oak St, Lagama St, Defroit Ave, Meaument Blvd, Mohr Ln, David Ave, Bancon Rd, Creat Rlvd, Grove Rd, Treat Blvd, BART Pleasant Hill 15 BART Concord, Oak St, Lagama St, Defroit Ave, Meaument Blvd, Mohr Ln, David Ave, Bancon Rd, Creat Rd, Treat Blvd, BART Pleasant Hill 16 BART Concord, Oak St, Lagama St, Defroit Ave, Meaument Blvd, Mohr Ln, David Ave, Bancon Rd, Creat Rd, Treat Blvd, BART Pleasant Hill 16 BART Concord, Gart Chicago Highway, Salvio St, Parkaido De, Willow Past Rd, Landman Dr, West St, Clothon Rd, Treat Blvd, BART Pleasant Hill 17 BART Concord, Grant St, Bast St, Solom Wy, Discent Plant, Cleaveland Rd, Orgery Ln, Pleasant Hill Rd, Albanhva Ave, Bernellens St, Barobar St, Coert S Martineza Annthia. 18 BART Concord, Grant St, Bast St, Solom Wy, Discent Rd, Port Chicago Highway, BART North Concord 18 BART Pleasant Hill, Cak Rd, Baskkir, New, Crearent Plant, Gregory Ln, Pleasant Hill Rd, Morello Ave, Viking Dr, Contan Costa Blvd, Mortinez Amthria 19 BART Concord, Grant St, Concord Ave, Bian Da, Satewell Dr, Lord Glent Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Mortinez Amthria 20 BART Cancord, Grind St, Concord Ave, Bian Da, Satewell Dr, Lord Glent Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Mortinez Amthria 21 BART Lafeyata, Mt Dabid Blvd, Highway 24, Highway 1860, BART William Creek, Na San Ramon Transit Conter, Conten Rd, Clayton Rd, Clayton Rd	4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
61. BART Criticia, Orinda Wy 7 DART Pleasant Hill, Treat Blod, Bararoft Rd, Ygancio Valley Rd, Shadelands Office Park, Marchtonics, BART Wahnut Creek, Riviern Ave, Bucun Vista, Geny Rd 9 DIVC, Contrac Costa Blod, Bararoft Rd, Ygancio Valley Rd, Shadelands Office Park, Marchtonics, BART Wahnut Creek, Riviern Ave, Bucun Vista, Geny Rd 10 DART Pleasant Hill, Notain St, N California Blod, BART Wahnut Creek Rd 11 BART Corcord, Cloydon Rd, Conter St, March Oresk Rd 12 BART Corcord, Cloydon Rd, Conter St, March Oresk Rd 13 BART Corcord, Oak St, Lagamu St, Defroit Ave, Monumout Blod, Mohr La, David Ave, Banccoft Rd, Treet Blod, BART Pleasant Hill 14 BART Corcord, Oak St, Lagamu St, Defroit Ave, Monumout Blod, Mohr La, David Ave, Banccoft Rd, Treet Blod, BART Pleasant Hill 15 BART Corcord, Oak St, Lagamu St, Defroit Ave, Monumout Blod, Mohr La, David Ave, Banccoft Rd, Treet Blod, BART Pleasant Hill 16 BART Corcord, Oak St, Lagamu St, Defroit Ave, Monumout Blod, Dr, Willow Pass Rd, Landana Dv, West St, Clayton Rd, Treet Blod, BART Pleasant Hill, Oak Rd, N Civio Dv, Ygancio Valley Bd, BART Wahnut Creek 16 BART Corcord, Oak St, Lagamu St, Defroit Ave, Creacont Plaza, Gregory Ln, Pleasant Hill Rd, Alliambian Ave, Bernelesa St, Bascobar St, Coord St Martinesa Andrak 17 BART Corcord, Grant St, East St, Schno Wy, Diferra Rd, Pert Chicago Highway, BART North Concord 18 Rd, Packoos 3led, Waln Rd, Annold Dr, Morrelle, Pradecoo Blod, Malrice Andrak 19 BART Corcord, Grant St, East St, Schno Wy, Diferra Rd, Pert Chicago Highway Bart North Concord 20 BART Corcord, Grant St, Concord Blod, Clayton Rd, Gateway Blod, Willow Pass Rd, Sun Valley Blod, Golf Cado Rd, DVC 21 BART Wahnut Cook, N & S California Blod, Newell Ave, Sw Main St, Danville Blod, Railroad Ave, Sano Ramon Valley Blod, Danville Furk & Ride, Camino Ramon, All Shane Ramon Valley Blod, Concord Rd, Morrille Park, St Ride, Camino Ramon, San Ramon Valley Blod, Millow Pass Rd, Gateway Blod, Clayton Rd, Cook Canyon Rd, Bart Dablin, Dablin Blod, Village Pasy, Alcoa	5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
BART Plasaant Hill, Treat Blvd, Bamcroft Rd, Yguncio Valloy Rd, Stadelands Office Park, Marchbonks, BART Walnut Creek, Riviera Ave, Buena Vista, Geory Rd DVC, Contru Costs Blvd, Elliswood Wy, Jifk University, Gregory Lu, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Plasaant Hill, N Main St, N California Blvd, BART Walnut Creek BART Concord, Clayson Rd, Center St, Marsh Creek Rd BART Concord, Clayson Rd, Center St, Marsh Creek Rd BART Concord, Oak St, Laguru St, Debroil Ave, Montuncut Blvd, Mohr Lin, David Ave, Bancreit Rd, Treat Blvd, EART Pleasant Hill BART Concord, Oak St, Laguru St, Debroil Ave, Montuncut Blvd, Mohr Lin, David Ave, Bancreit Rd, Treat Blvd, EART Pleasant Hill BART Concord, Oak St, Laguru St, Debroil Ave, Montuncut Blvd, Mohr Lin, David Ave, Bancreit Rd, Treat Blvd, EART Pleasant Hill BART Concord, Oak St, Galindo St, Montuncut Blvd, Cresont Place, Cleaveland Rd, Gregory Lu, Pleasant Hill Rd, Alhantbra Ave, Benvilless St, Escolar St, Cour St, Martinez Antinak BART Concord, Grant St, East St, Solane Wy, Olivera Rd, Port Chicago Highway, BART North Concord BART Pleasant Hill, Oak Rd, Bankin Ave, Cresont Place, Chegory Lin, Pleasant Hill Rd, Tsylor Bivd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Port Cancord, Grant St, Concord Rd, Annold Dr, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Each Concord, Grant St, Concord New John Morello, Place Dr, Balba Ghard, Martinez Anninak BART Concord, Grant St, Concord Rvd, Clayten Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Colf Club Rd, DVC BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Damville Blvd, Ralinoad Ave, Seo Ramon Valley Blvd, Durvelle Park & Rido, Camino Ramon, Balba Charley, Rd, Morello, Policy Rd, St, Sunset Dv, Balba Charley Rd, Morello Dvd, Highway St, Highway 680, BART Walnut Creek BART Daddin, Dablin Blvd, Village Plwy, Alcotta Blvd, Firenes Ln, San Ramon Transist Center BART Daddin, Dablin Blvd, Village Plwy, Alcotta Blvd,	6	BART Orinda, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
DVC. Contra Costa Bled, Elliowood Wy, FK University, Gregory Ln, Ckaveland Rd, Boyd Rd, W Hookston Rd, Patterson Bled, Onk Park Bled, Coggins Dr, BART Pleasana Bill, M Mails St, N California Bled, BART Walana Creek BART Concord, Cleyton Rd, Center St, Munit Creek BART Concord, Port Chicago Highway, Salvio St, Mina Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Bled, BART Pleasant Hill BART Concord, Oak St, Lagama St, Detroik Ave, Mooument Bled, Mohr La, David Ave, Beneroft Rd, Treat Bled, BART Pleasant Hill BART Concord, Oak St, Lagama St, Detroik Ave, Mooument Bled, Mohr La, David Ave, Beneroft Rd, Treat Bled, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygmein Valkey Rd, BART Walant Creek BART Concord, Oak St, Lagama St, Detroik Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Albambar Ave, Berncless St, Escobar St, Court St, Martinez Annak BART Concord, Grant St, Fast St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord BART Pleasant Hill, Oak Rd, Bakkir Ka, Crescent Plaza, Creaveland Rd, Gregory Ln, Pleasant Hill Rd, Albambar Ave, Berncless St, Escobar St, Court St, Rd, Pacheco Bled, Mule Rd, Annold Dr, Morrillo, Pacheco Bled, Martinez Annak BART Pleasant Hill, Oak Rd, Bakkir Ka, Occasent Plaza, Gregory Ln, Pleasant Hill Rd, Tsylor Bled, Morello Ave, Viking Dr, Contra Costa Bled, DVC, Old Quarry Rd, Pacheco Bled, Mule Rd, Annold Dr, Morrillo, Pacheco Bled, Martinez Annak BART Concord, Grain St, Concord Bled, Clayton Rd, Gneway Bled, Willow Pass Rd, Sun Valley Rled, Golf Club Rd, DVC BART Concord, Grain St, Concord Bled, Clayton Rd, Gneway Bled, Willow Pass Rd, Sun Valley Rled, Golf Club Rd, DVC BART Walnut Creek, N & Sc Chilifonnic Bled, Newell Ave, S Main St, Danville Bled, Ralifond Ave, San Ramon Valley Bled, Chilponeinso Pkwy, Old Quarry Rd, DVC, Highway St, Highway St, Highway St, Bighway St, Bighway St, Readows Rd, Escoate Bled, Firerent La, San Rarron Valley Bled, Tareyton Ave, Bollinger Carryon Rd, Crow Carryon Rd, Exceative Pleavy,	6L	BART Orinda, Orinda Wy
Pleasant Hill, N. Main S., N. Caiffornia Blvd, BART Wainart Creek BART Cencord, Clisyton Rd, Center St, Marsh Creek Rd HART Cencord, Port Chicago Highway, Sabrio St, Mirn Vista Ternee, Fry Wy, Clayton Rd, Marker St, Mendow La, Oak Grove Rd, Treat Blvd, BART Pleasant Hill BART Cencord, Oak St, Lagamu St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill BART Cencord, Oak St, Lagamu St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill BART Cencord, Port Chicago Highway, Sabrio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Text Blvd, BART Pleasant Hill, Gak Rd, N Civic Dr, Vgmoio Vulley Rd, BART Walmut Creek BART Cencord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Albanthra Ave, Bernellean St, Escobar St, Court St Martinez, Amfark BART Concord, Grant St, East St, Solano Wy, Ollvera Rd, Port Chicago Highway, BART North Coucord BART Pleasant Hill, Cok Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Tnyfor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pockeoo Blvd, Martinez Amfark BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Tnyfor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pockeoo Blvd, Martinez Amfark BART Concord, Grant St, Concord Blvd, Clayenn Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Geli Clade Rd, DVC BART Walmat Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transid Center BART Dablin, Dublin Blvd, Highway 24, Highway 680, BART Walmut Creek BART Dablin, Dublin Blvd, Highway 24, Highway 680, BART Walmut Creek BART Dablin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Firerest Ln, San Rumon Valley Blvd, Martinez Amtuak BART Dablin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Firerest Ln, San Rumon Valley Blvd, Tareyton Av	7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Mendow Ln, Oak Growe Rd, Treat Blvd, BART Pleasant Hill ART Concord, Oak St, Lagams St, Debroik Ave, Monument Blvd, Mohr Ln, David Ave, Bancroff Rd, Treat Blvd, BART Pleasant Hill SART Concord, Oak St, Lagams St, Debroik Ave, Monument Blvd, Mohr Ln, David Ave, Bancroff Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civio De, Ygonado Valley Rd, BART Wahnut Creek BART Concord, Oak St, Galindo St, Monument Blvd, Crescont Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Bernellees St, Escobar St, Court St, Martinez Anatak BART Concord, Grant St, East St, Solano Wy, Oilvera 3d, Port Chicago Highway, BART North Concord BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking De, Contra Cesta Blvd, DVC, Old Quarry Rd, Peachcoo Blvd, Mird Ad, Annold Dr, Morollo, Packene Blvd, Morritan Anatak BART Concord, Grant St, Concord Ave, Bisso La, Starwell Dr, John Glean Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Anatak BART Concord, Grant St, Concord Blvd, Clayton Rd, Galeway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC BART Lafnyette, Mt Diable Blvd, Highway 24, Highway 880, BART Wahnut Crock BART Tudning, Mt Diable Blvd, Highway 24, Highway 880, BART Wahnut Crock BART Dablin, Dablin Blvd, Newell Ave, S Main St, Danville Blvd, Raikoad Ave, San Ramon Valley Blvd, Danville Park & Ride, Canter Context BART Dablin, Dablin Blvd, Village Pkwy, Alcosta Blvd, Firerest Ln, San Raunon Valley Blvd, Martinez Amatek BART Dablin, Dablin Blvd, Village Pkwy, Alcosta Blvd, Firerest Ln, San Raunon Valley Bbvd, Tareyton Ave, Bollinger Canyon Rd, Concord New, San Ramon Transit Center BART Dablin, Dablin Blvd, Village Pkwy, Alcosta Blvd, Firerest Ln, San Raunon Valley Bbvd, Tareyton Ave, Bollinger Canyon Rd, Concord Ave, John Ramon, Transit Center BART Wahnut Crock, Highway 4, Highway 680, Danville Park & Ride, Crow Cany	9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
BART Corcord, Oak St, Lagana St, Defroit Ave, Monument Blvd, Mohr La, David Ave, Baneroft Rd, Treat Blvd, BART Pleasant Hill SART Corcord, Port Chicago Highway, Salvis St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek BART Corcord, On St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Grogory Ln, Pleasant Hill Rd, Albambra Ave, Berrellesa St, Escobar St, Court St Martinez Amtrak BART Corcord, On St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Grogory Ln, Pleasant Hill Rd, Albambra Ave, Berrellesa St, Escobar St, Court St Martinez Amtrak BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacieco Blvd, Murit Rd, Arnold Dr, Morelle, Panheso Blvd, Martinez Amtrak BART Concord, Galindo St, Concord Ave, Bisso La, Stanwell Dr, John Gleun Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak BART Valuat Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Ralicoad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Festoria Wy, San Ramon Transit Center BART North Concord, Fort Chicago Highway 24, Highway 680, BART Walnut Creek BART North Concord, Fort Chicago Highway, Bates Ave, Commercial Cir, Pike La, Amold Industrial Wy, Marshi Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DlvC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak BART Dablin, Dublin Blvd, Deugherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windenere Pkwy, Sansted Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center BART Concord, Galindo St, Concord Ave, John Glean Dr, Galaxy Wy, Chevron, Diamond Bivd, Willow Pass Rd, Gateway Blvd, Chyton Rd, Oak St BART Dablin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Pircrest La, San Ramon Valley Blvd, Tarryton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Bishop Ranch 15, Sa	10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
15 BART Concord, Port Chicago Highway, Salvio St, Parkaide Dr, Willow Pass Rd, Landana Dr, Wess St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civio Dr, Ygmeio Valley Rd, BART Waltut Creek 16 BART Concord, Oak St, Galindo St, Momment Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Allsambra Ave, Berrelless St, Escobar St, Court St, Martinez Antrak 17 BART Concord, Osk St, Galindo St, Momment Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pecheco Blvd, Marit Ld, Arnold Dr, Morello, Pacheco Blvd, Martinez Amrak 18 BART Concord, Graut St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amrak 19 BART Concord, Graut St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amrak 20 BART Concord, Graut St, Concord Blvd, Clayton Rd, Galeway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC 21 BART Waltut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Purk & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Ceater 25 BART Lafayete, Mt Diablo Blvd, Highway 24, Highway 680, BART Waltut Creek 28 BART North Concord, Fort Chicago Highway, Bates Ave, Commercial Cive, Pike Ln, Amedi Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 681, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amrak 36 BART Dolbin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, Erower Rd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Crew Canyon Rd, Erower Canyon Rd, Conter Costa Blvd, Chylon Rd, Chylon Rd, Onk St 93X BART Vallut Creek, Yangacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Bish	11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
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San Ramon Transit Center BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Pairview Dr, Delta Fair Blvd, Highway 4, Hillorest Park & Ride BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	35	
Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Walnut Creek, Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
Fair Blvd, Highway 4, Hillcrest Park & Ride 95X BART Walnut Creck, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center 96X BART Walnut Creck, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr 97X BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr 98X BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak 250 St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak 250 St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
Ranch 8, Bishop Dr, Sunset Dr BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak 250 St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
Bishop Ranch 8, Bishop Dr, Sunset Dr 98X BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak 250 St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	96X	Ranch 8, Bishop Dr, Sunset Dr
Berrellesa St, Escobar St, Court St, Martinez Amtrak 250 St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette	97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
	98X	
201 Rescupeor Chemina Center Tice Valley Plad Device All This Am DARTWILL Co. 1. V V. II. M V. III. M V. II. M	250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
Rossmool Shopping Center, Fice valley Bivd, Boulevard wy, Cakand Bivd, Trunty Ave., BART walnut Creek, Ygnacio valley, Montego, John Muir Medical Cente	301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave, BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center

Route#	Description
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancinco Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Mary's Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
607	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Oak Grove Rd, Walnut Ave
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diable St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Firerest Ln, Village Pkwy, Dublin Blvd, BART Dublin

Inter Office Memo

To: Marketing and Planning Committee

Date: April 28, 2011

From: Mary Burdick, Sr. Manager of Marketing

Reviewed By:

SUBJECT: April Website Use

SUMMARY OF ISSUES:

The attached report presents CCCTA website user information for

the month of April.

FINANCIAL IMPLICATIONS:

None

RECOMMENDATION:

For information and review

ATTACHMENTS:

Use overview and content over report.

	<u>4/11</u>	3/11	2/11	1/11	12/10	11/10	10/10
Visitors	27952	29,519	23,344	29,181	25,499	24,448	26,931
New Visits	41.04%	40.33%	40.59%	41.26%	41.75%	43.91%	45.72%
Unique Visitors	15,033	15,790	13,093	15,275	13,576	13,758	14,950
Pages Per Visit	3.15	3.15	3.32	3.56	3.57	3.59	3.77
Avg. Time On Site	3:28	3:17	3:17	3:27	3:17	3:59	3:31
Bounce Rate*	34.42	34.51%	32.27%	29.76%	28.22%	29.75%	27.33

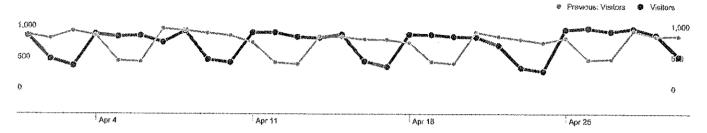
TERMS

Visitors - Total number of visitors to the site during time period

New Visits – Percentage of people who had never visited the site before during the time period. Unique Visitors – Total number of unduplicated visitors during time period.

Bounce Rate - The number of single page visits, or visits where the person left the site from the "entrance" page.

Comparing to: Mar 1, 2011 - Mar 31, 2011



15,033 people visited this site

27,952 Visits

Previous: 29,519 (-5.31%)

15,033 Absolute Unique Visitors

Previous: 15.424 (-2.54%)

88,174 Pageviews

Previous: 93,045 (-5,24%)

3.15 Average Pageviews

Previous: 3.16 (0.08%)

00:03:28 Time on Site

Previous: 00:03:17 (5:21%)

34.42% Bounce Rate

Previous: 34.51% (-0.25%)

41.04% New Visits

Previous: 40.33% (1.76%)

Technical Profile

Browser	Visits	% visits	Connection Speed	Visits	% visits
Safari			Unknown		
Apr 1, 2011 - Apr 30, 2011	9,709	34.73%	Apr 1, 2011 - Apr 30, 2011	27,952	100.00%
Mar 1, 2011 - Mar 31, 2011	10,467	35.46%	Mar 1, 2011 - Mar 31, 2011	29,519	100.00%
% Change	-7.24%	-2.04%	% Change	-5.31%	0.00%
Internet Explorer					
Apr 1, 2011 - Apr 30, 2011	9,274	33.18%			
Mar 1, 2011 - Mar 31, 2011	9,857	33.39%			
% Change	-5.91%	-0.64%			

Firefox		
Apr 1, 2011 - Apr 30, 2011	5,120	18.32%
Mar 1, 2011 - Mar 31, 2011	5,466	18.52%
% Change	-6.33%	-1.08%
Chrome		
Apr 1, 2011 - Apr 30, 2011	3,020	10.80%
Mar 1, 2011 - Mar 31, 2011	2,947	9.98%
% Change	2.48%	3.22%
Opera		
Apr 1, 2011 - Apr 30, 2011	139	0.50%
Mar 1, 2011 - Mar 31, 2011	165	0.56%
% Change	-15.76%	-11.03%