

# The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

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www.cccta.org

## MEETING NOTICE & AGENDA

### Advisory Committee

County Connection Office – Board of Director Room

2477 Arnold Industrial Way, Concord, CA 94520

**Friday, March 9, 2012, 9:30 a.m. – 12:00 p.m.**

*The Committee may hear, discuss, deliberate, and/or take action on any item on the agenda*

### Agenda

1. Call to Order – Roll Call
2. Agenda Approval\*
3. Approval of Minutes of January 13, 2011 meeting\*
4. Public Comment
5. Short Range Transit Plan - Chapter II – Goals, Objectives, Performance Standards\*
6. Advisory Committee Roles and Functions\*
7. ADA – Monthly Reports
  - a. ADA Certification and Recertification Reports\*
  - b. LINK Monthly Operating Reports\* – December and January
  - c. Ramp Events- December and January \*
8. Fixed Route - Monthly Reports
  - a. Fixed Route Ridership Report-December and January\*
  - b. Driver Appreciation Winners: December–Oswaldo Fajardo & January – Monroe Woodard.
  - c. Fixed-Route Customer Service Reports - January and February
  - d. CCCTA Website User Information - January and February\*
9. Upcoming Agenda Items
  - a. FY2012 Operating and Capital Budget
  - b. Mobility Management Project
10. Committee Member Communications
  - a. Committee contact information
11. Adjournment – Next meeting – May 11, 2012

\*Enclosure

### General Information

**Public Comment:** Each person wishing to address the above named committee is requested to complete a Speaker Card for submittal to the Committee Chair before the applicable agenda item is discussed. **Accessible Public Meetings:** Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related accommodations. Please send a written request and description of the requested materials so that it is received by CCCTA at least 48 hours before the meeting convenes. **Requests should be sent to:** Janet Madrigal, Clerk to the Board – CCCTA – Administrative Department, 2477 Arnold Industrial Way, Concord, CA 94520 or madrigal@cccta.org. **Shuttle Service:** With a 24-hour notice, a CCCTA LINK shuttle will be provided from the closest BART station to the meeting location. To arrange for the shuttle, please call Robert Greenwood 925/680-2072.

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# *The County Connection*

## **Advisory Committee**

### **Summary Minutes**

Meeting of January 13, 2011

The meeting was called to order at 9:30 AM.

Members present were Sandra Smith, Charles Hogle, Connie Whiting, Eileen Vonk, Phil Reed, Sue Littlehale, and Maureen Murphy

Staff present: Mary Burdick (CCCTA)

Guest: Ralph Hoffmann

#### **Approval of Agenda**

The agenda was approved.

#### **Approval of the Minutes of November, 2011**

The minutes were approved.

#### **Public Comment**

Mr. Hoffmann introduced himself as a member of the Senior Mobility Council on Aging. Mr. Hoffmann brought suggested changes to fixed-routes 2, 7, 25, and 98X, and reported that he has not received staff comment to his recommendations. Ms. Burdick reported that several of the ideas were, in fact, discussed at the Board Committee level and have not been implemented for a number of reasons. Ms. Burdick reported that the list of suggestions will be given to the Director of Planning.

#### **Clipper Fare Program Update**

Ms. Burdick provided an update on the Metropolitan Transportation Commission's regional fare collection program that included a general overview of how the tickets are used, ticket distribution, Clipper and Title VI Concerns, and current customer concerns.

With all the large Bay Area transit operators using the Clipper card for fare payment, and to encourage greater use of the Clipper cards, MTC has asked operators to discontinue selling current fare instruments. They have asked BART to limit the number of locations where people can obtain a BART discount (red and green) ticket. While obtaining an adult Clipper card is relatively easy, seniors must do so in person so the proof of eligibility can be verified by those distributing the ticket. There are no locations in Central Costa County where seniors can easily obtain a Sr. Clipper Card, which has caused some concerns. CCCTA has agreed to assist BART by distributing the Sr. Clipper cards at main office in Concord.

County Connection, along with remaining East Bay bus operators are not expected to be included in the Clipper program until the end of Phase III, which is likely to take another couple of years.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for November and December 2012 were reviewed.
- B. LINK monthly operating reports for Oct./Nov. 2012 were reviewed. The committee suggested that the number of commendations be included in the written report, or as a verbal report.
- C. Ramp Events recorded on the fixed-route system for the Oct./Nov. time period were reviewed.

### **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for Oct. and Nov. were reviewed without comment.
- B. Driver Appreciation Winners – Oswaldo Fajardo was the December winner, and Monroe Woodard was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented. In November and December there were 117 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 15 commendations. Total telephone calls were 13,228.
- D. CCCTA Website User Information - Staff provided user statistics for the Nov./Dec. time period Information included total number of visits, number of unduplicated visits, pages per visit, total time on site, and the number of those accessing the site using a mobile device.

### **Upcoming Agenda Items**

Ms. Burdick explained that in the coming months the committee would be asked to review critical public reports that are filed with the Metropolitan Transportation Commission. These include the Short Range Transit Plan and the FY2012 Operating and Capital Budget. The Short Range Transit Plan is presented to the Board Marketing, Planning & Legislative Committee one chapter at a time. Ms. Burdick will begin presenting the chapters to the Committee as they are completed. The FY2012 Operating and Capital Budget are discussed at the Board Administrative and Finance Committee over several months. The Board of Directors will see the first draft in April, which means the Advisory Committee will see the final draft document at the May meeting. Ms. Burdick reminded the committee that these documents are available on the agency website if they wish to review the drafts in months when the Advisory Committee does not meet.

Additionally, staff will be providing updates on the Mobility Management, and Real Time Bus Information projects as they progress.

### **Member Communications**

Phil Reed asked that the Role and Function document approved by the Committee and the Board of Directors be included in the March meeting packet.

**Adjournment**

The meeting was adjourned at 11:10 AM.

The next meeting was scheduled for Friday, March 9, 2012 at 9:30 AM.

\_\_\_\_\_  
Mary Burdick, Manager of Marketing/Public Relations

\_\_\_\_\_  
Date

To: Advisory Committee

Date: March 1, 2012

From: Laramie Bowron, Manager of Planning

Reviewed by:

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## **SUBJECT: SRTP – Goals, Objectives, and Standards**

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### Summary of Issues:

The Short Range Transit Plan serves as one of CCCTA's primary operating and financial documents. It is used to support the allocation of federal funds, documents operating budget scenarios, and illustrates prior year performance.

As part of the SRTP process staff will be presenting the MP&L Committee with a different chapter of the SRTP each month, ahead of the final due date in August. Attached is the Goals, Objectives, and Standards chapter which focuses on fixed-route and paratransit performance as measured by key indicators adopted by the Board. This chapter also includes a 5-year performance retrospective to illustrate historical trends.

Since the adoption of the FY10 mini-SRTP, CCCTA staff has been working to update the method for measuring on-time performance. Previously, fixed-route on-time performance was measured by stationing road supervisors randomly at key stops along CCCTA's system. Supervisors would compare actual bus departures and arrivals with the scheduled times and those that were not within the 0-5 minute window were considered late. It is recommended that this method be replaced by using data from the on-board RSM Ridecheck software that was installed in 2006. It is recommended that the on-time performance standard of 95% remain unchanged. The results from both methods for measuring on-time performance are shown within this chapter.

Highlights of CCCTA's Performance include:

- Total Passengers increased 2.1%
- Operating Cost decreased 0.5%
- Passengers / Revenue Mile reached a 5 year high at 1.44.

### Recommendation:

Staff recommends that the Committee review the attached Goals, Objectives, and Standards section of the SRTP for inclusion in the draft document that will go the Board for approval in the coming months.

### Financial Implications:

None

### Options:

- 1) Approve recommendation
- 2) Decline recommendation
- 3) Other

## CHAPTER II

### GOALS, OBJECTIVES, AND PERFORMANCE STANDARDS

This chapter sets forth the Authority's goals, objectives, and associated performance measurement standards for both County Connection fixed-route and LINK paratransit services.

#### Goals

In 1988, the Board of Directors adopted the current CCCTA goals. These goals address efficiency, effectiveness, and equity and serve to guide the CCCTA's public transit services in central Contra Costa County for both fixed-route and paratransit services.

<b>GOAL I - EFFICIENCY:</b>	To operate as efficiently, economically, and safely as possible in order to minimize the cost of transit service to both users and taxpayers and ensure the financial security of the system.
<b>GOAL II - EFFECTIVENESS:</b>	To provide an effective, innovative alternative to the use of the private automobile through the administration, finance, and operation of various mass transit services.
<b>GOAL III - EQUITY:</b>	To contribute to the area's economic well-being by improving access to employment, shopping, and other important activity centers through the provision of a transit system to the general public including those without other means of transportation available to them, the mobility-limited, senior citizens, low-income persons, and youth.

*Table II-1* illustrates the CCCTA's three goals, adopted objectives to support the progress towards their achievement, and the measures chosen to assess CCCTA system performance as they relate to the goals and objectives for both fixed-route and paratransit services.

The standards that the goals and objectives are measured against have been set and adopted by the Board.

Table II-I – Fixed-Route Performance Goals, Objectives, and Standards

Performance Standards - Fixed Route								
GOAL	Objective	Measurement	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11	Standard/Met ?
<b>EFFICIENCY</b>								
	Cost Control	Cost/Revenue Hour	\$96.85	\$99.54	\$100.58	\$112.47	\$115.55	Increase < inflation
		Inflation	2.6%	3.2%	1.8%	1.2%	1.7%	
		Standard	\$100.44	\$99.98	\$101.35	\$101.79	\$114.34	No
		Cost/Passenger	\$6.01	\$6.34	\$6.60	\$7.49	\$7.30	< \$7.00/Pass
		Standard	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00	No
		Farebox Recovery Ratio	17.4%	16.9%	17.0%	17.2%	17.3%	18.0%
		Standard	18.0%	18.0%	18.0%	18.0%	18.0%	No
		Net Subsidy/Passenger	\$4.96	\$5.27	\$5.48	\$6.20	\$6.04	< \$6.00/Pass
	Standard	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	No	
	Safety	Accidents/100,000 Miles	0.84	0.72	0.80	0.86	0.84	1/100K miles
		Standard	1.00	1.00	1.00	1.00	1.00	Yes
	Market Resource Management	Maintenance Employee/ 100,000 Miles	0.64	0.62	0.65	0.84	0.79	0.82/100K miles
		Standard	0.82	0.82	0.82	0.82	0.82	Yes
		Operator OT/ Total Operator Hours	9.57%	8.76%	8.62%	6.26%	5.77%	8.00%
		Standard	8.00%	8.00%	8.00%	8.00%	8.00%	No
		Pay to Platform (Total) Hours	1.62	1.55	1.53	1.59	1.57	1.60
	Standard	1.60	1.60	1.60	1.60	1.60	No	
<b>EFFECTIVENESS</b>								
	Market Penetration	Passengers per RVHr	16.1	15.7	15.3	15.0	15.8	17.0
		Standard	17.0	17.0	17.0	17.0	17.0	No
		Passengers per RVMi	1.28	1.33	1.31	1.40	1.44	1.31
		Standard	1.31	1.31	1.31	1.31	1.31	Yes
		Peak Load Factor						Min: 0.38 Max: 1.25
	Service Quality	Percent Missed Trips	0.21%	0.12%	0.14%	0.09%	0.12%	0.25%
		Standard	0.25%	0.25%	0.25%	0.25%	0.25%	Yes
		Miles between Roadcalls	23,055	25,654	26,504	25,754	28,539	18,000
		Standard	18,000	18,000	18,000	18,000	18,000	Yes
		Percent of Trips On-time	94%	91%	92%	93%	94%	95%
		Standard	95%	95%	95%	95%	95%	No
		Complaints/100,000 miles	14.6	10.2	10.8	11.2	15.4	30/ 100K miles
		Standard	30	30	30	30	30	Yes
		On-Board Passenger Surveys						Every 3 years/ Yes
	Customer Service Phone Response	94.0%	92.0%	91.0%	93.4%	91.5%	92.0%	
	Standard	92%	92%	92%	92%	92%	No	
<b>EQUITY</b>								
	Improve Transit Access	Lift Availability	100%	100%	100%	100%	100%	100%
	Public Participation	Compliance with Public Hearing Policy				Yes		
	Service and Equipment Distribution	Compliance with Title VI				Yes		
		Transit-Dependent Served				Yes		

### **Fixed-Route Performance Standards**

CCCTA Efficiency and Effectiveness standards are measured using on-board data from the RSM Ridecheck software, maintenance data, and finance data. Performance standards give a snapshot of the quality of the service that CCCTA provides. CCCTA has identified the following objectives to measure the achievement of the Board-adopted goals: Cost Control, Safety, Market Resource Management, Market Penetration, Service Quality, Improve Transit Access, Public Participation, and Service and Equipment Distribution. Within these objectives, CCCTA has identified various indicators that are used to measure the extent to which CCCTA is meeting the objectives.

CCCTA does not recommend changes to the measurement standard this year but does recommend changing the data collection method for the on-time performance.

Since the adoption of the FY10 mini-SRTP, CCCTA staff has been working to update the method for measuring on-time performance. Previously, fixed-route on-time performance was measured by stationing road supervisors randomly at key stops along CCCTA's system. Supervisors would compare actual bus departures and arrivals with the scheduled times and those that were not within the 0-5 minute window were considered late.

It is recommended that this method be replaced by using data from the on-board RSM Ridecheck software that was installed in 2006. CCCTA scheduling staff has been working with the software engineers to create a report that extrapolates actual on-time data on a 100% sampling basis from the buses. It is recommended that the on-time performance standard of 95% remain unchanged while the software is fine-tuned, but staff may request a change in the future. Both methods are presented in the on-time measure within this report.

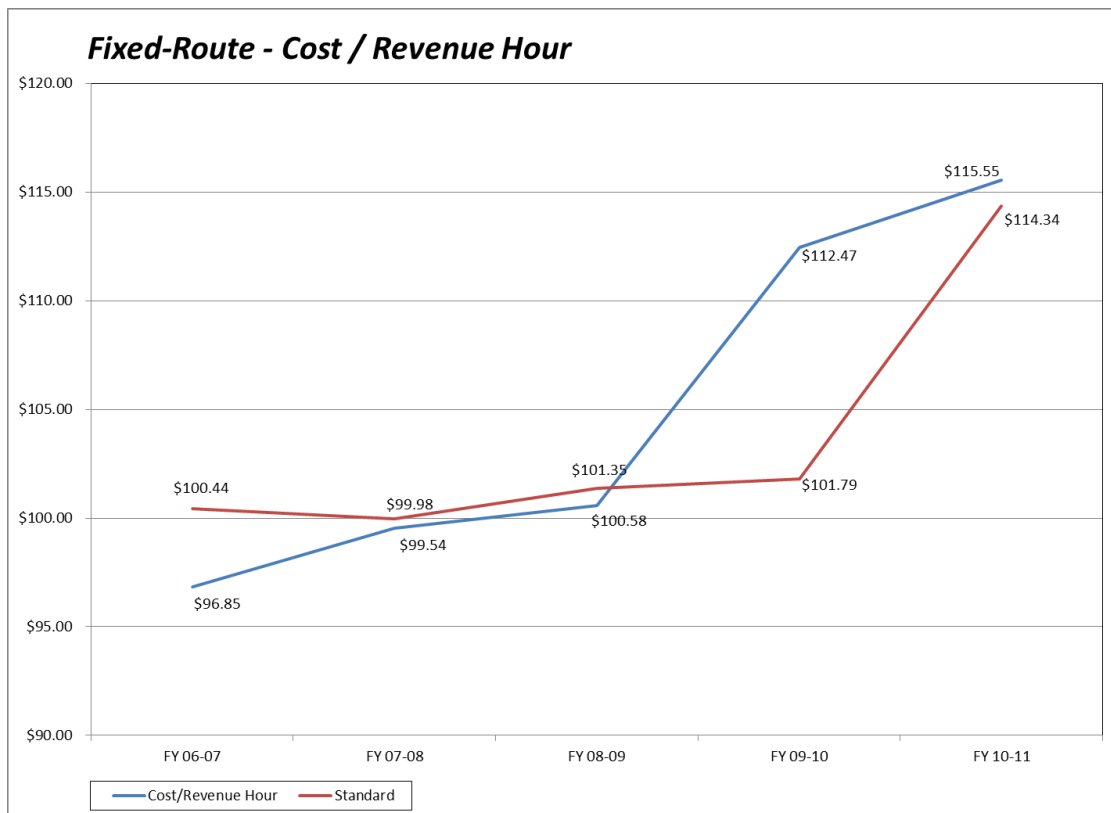


**GOAL I: EFFICIENCY**

**Objective 1: Cost Control** - The objective of cost control involves lowering the costs incurred by the CCCTA and is measured by looking at the cost per revenue hour, cost per passenger, and farebox revenue. Constant or reduced unit costs permit continuation of, or improvement to, service levels without added cost to transit riders. Fiscally responsible service decisions were made during FY11, including eliminating unproductive trips, lowering the total operating cost of CCCTA’s system.

**Operating Cost/Revenue Vehicle Hour (RVHR)**

This indicator measures the hourly cost of providing transit service and is a requirement of the TDA. To arrive at the hourly unit cost, total operating cost is divided by total revenue vehicle hours. The Board has adopted a standard that the annual increases in cost per revenue vehicle hour should not exceed the regional inflation rate for the San Francisco Bay Area region.

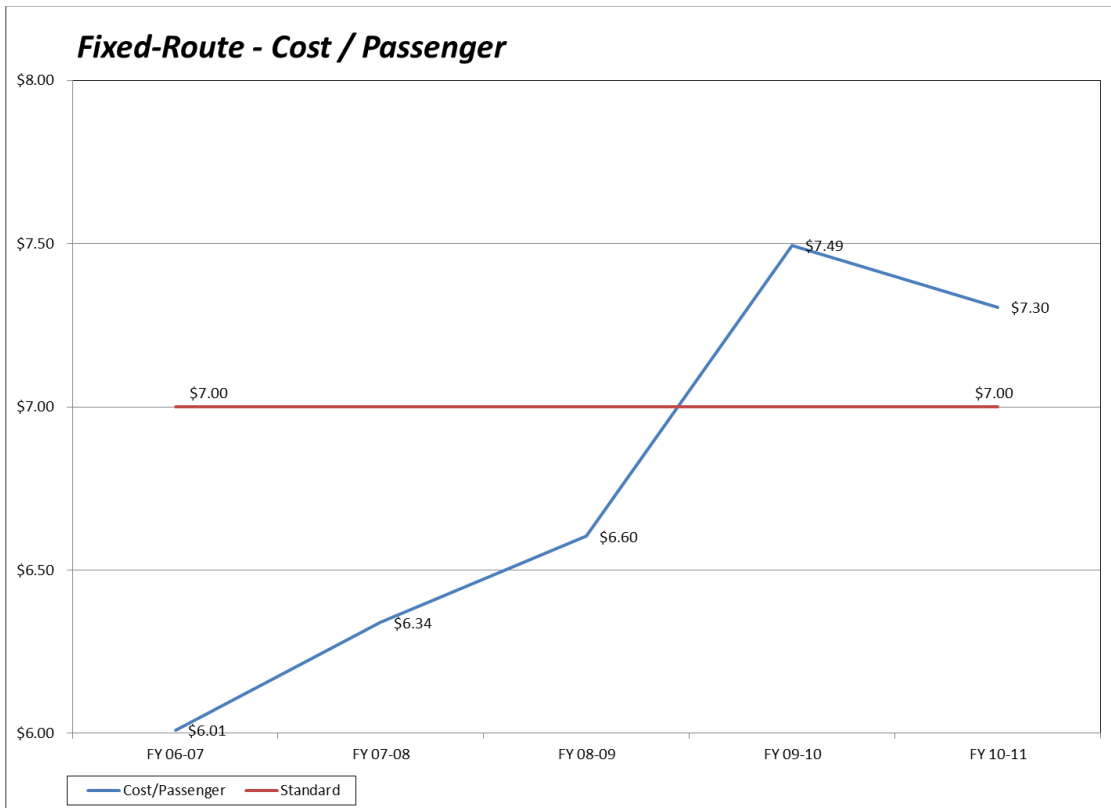


**Performance:** Operating cost per revenue vehicle hour was 1% higher than the FY11 inflation rate of 1.7%. CCCTA has failed to meet this indicator since the 2009 service re-alignment. This year’s performance did not meet the standard but did not increase at the same rate that it did in FY10. The steep increase in cost per revenue hour in FY10 was due to steeper cuts in the number or revenue hours than the cuts made to the operating budget. In FY11, CCCTA recovered most of the difference resulting from

the FY10 performance but staff continues to watch performance to ensure that cost control remains a top priority for this agency.

### Operating Cost/Passenger

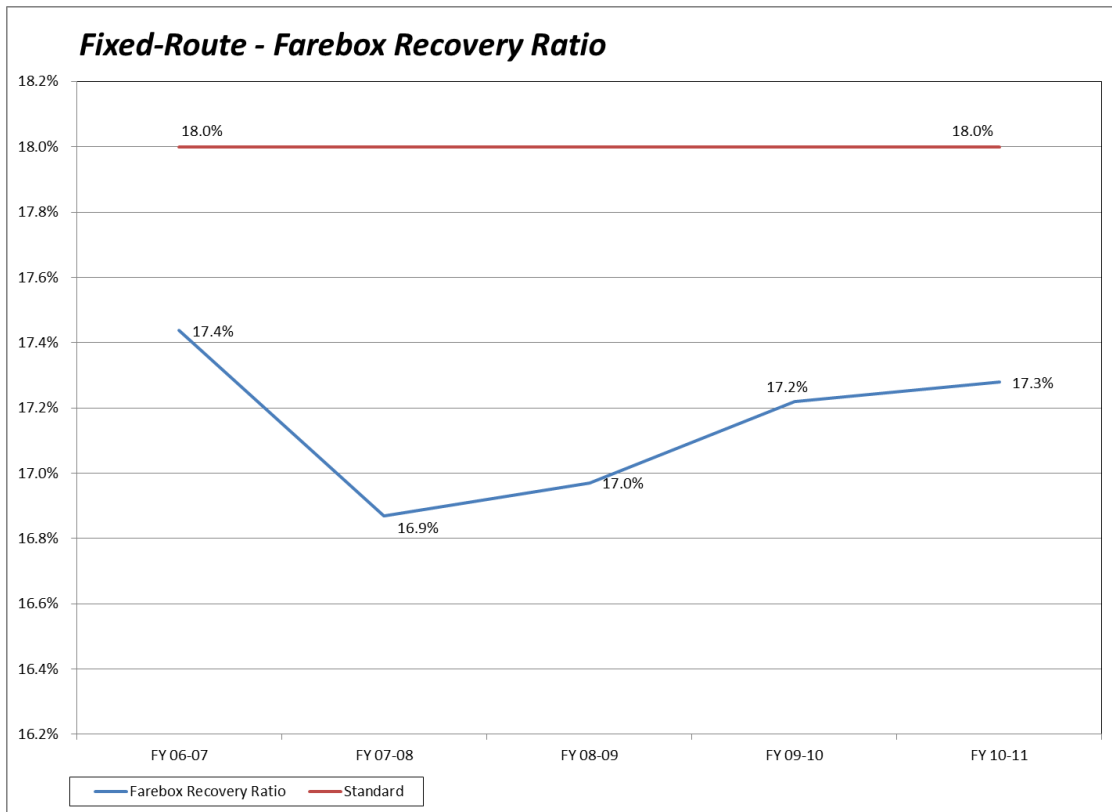
This standard measures the operating cost per passenger and is a requirement of the TDA. The Board has adopted a standard of less than \$7.00/passenger.



**Performance:** At \$7.30, CCCTA still exceeded standard for this indicator despite a 2.5% decrease from FY10. County Connection experienced an increase in total ridership by over 2% in FY11 and a smaller decrease (0.5%) in operating costs. This occurrence contributed to CCCTA moving in the right direction but still missing the standard. This standard is still achievable and remains a reliable method for gauging efficiency.

### Farebox Recovery Ratio

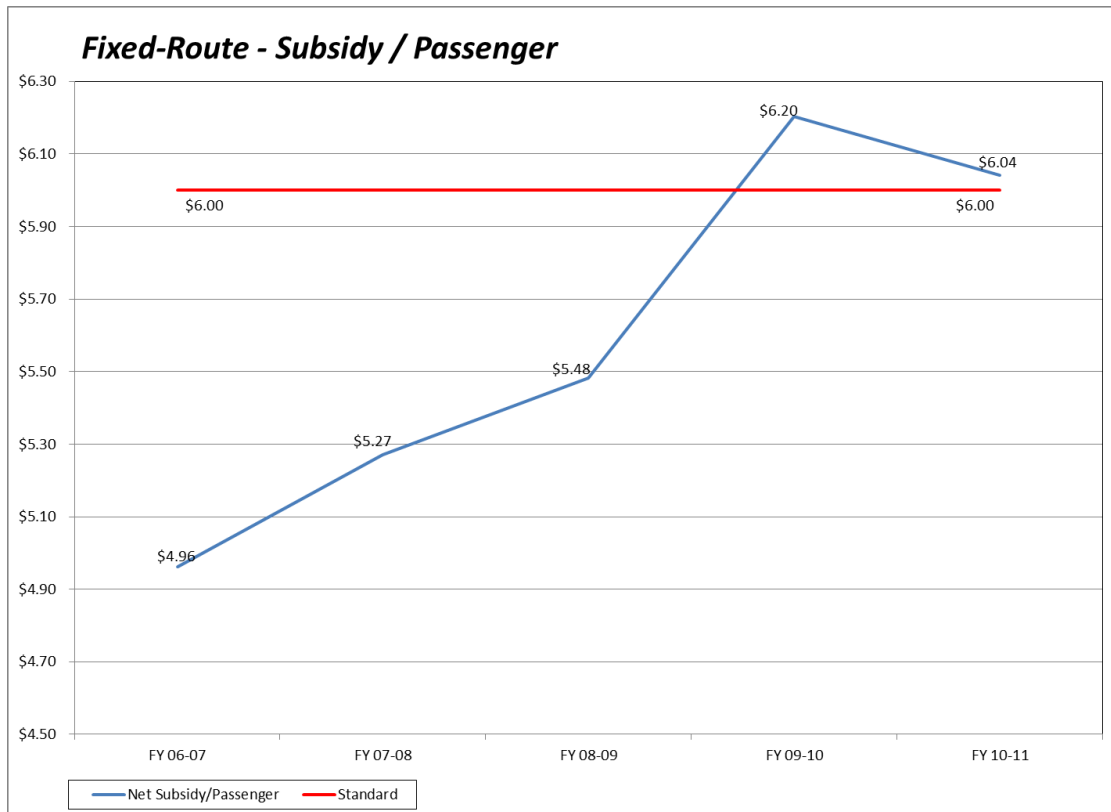
This standard measures the ratio of total fare revenue to operating cost. Farebox revenue includes pass sales and special service revenues. Farebox recovery ratio is a function of several factors including fare policy, ridership densities, and cost control. As a result, farebox recovery impacts both efficiency and effectiveness. The Board has set a farebox recovery ratio standard of 18%.



**Performance:** The FY11 performance of 17.3% for this measure did not meet the adopted standard. This is due in part to an increase in ridership that is not sufficient to produce the fare revenue necessary to impact the operating budget. In order to meet this standard, CCCTA will have to take one of the following steps or some combination therein: serve approximately 4.4% more passengers, cut the operating budget by 4.3%, or raise fares by 4.6%.

### Net Subsidy/Passenger

This standard measures the net marginal cost per passenger trip minus the fare paid. This measure was developed to normalize the cost efficiency comparisons of the various service modes the CCCTA may operate. This measure is assessed at the route level on an annual basis. This standard is set at a Board-adopted \$6.00/passenger.

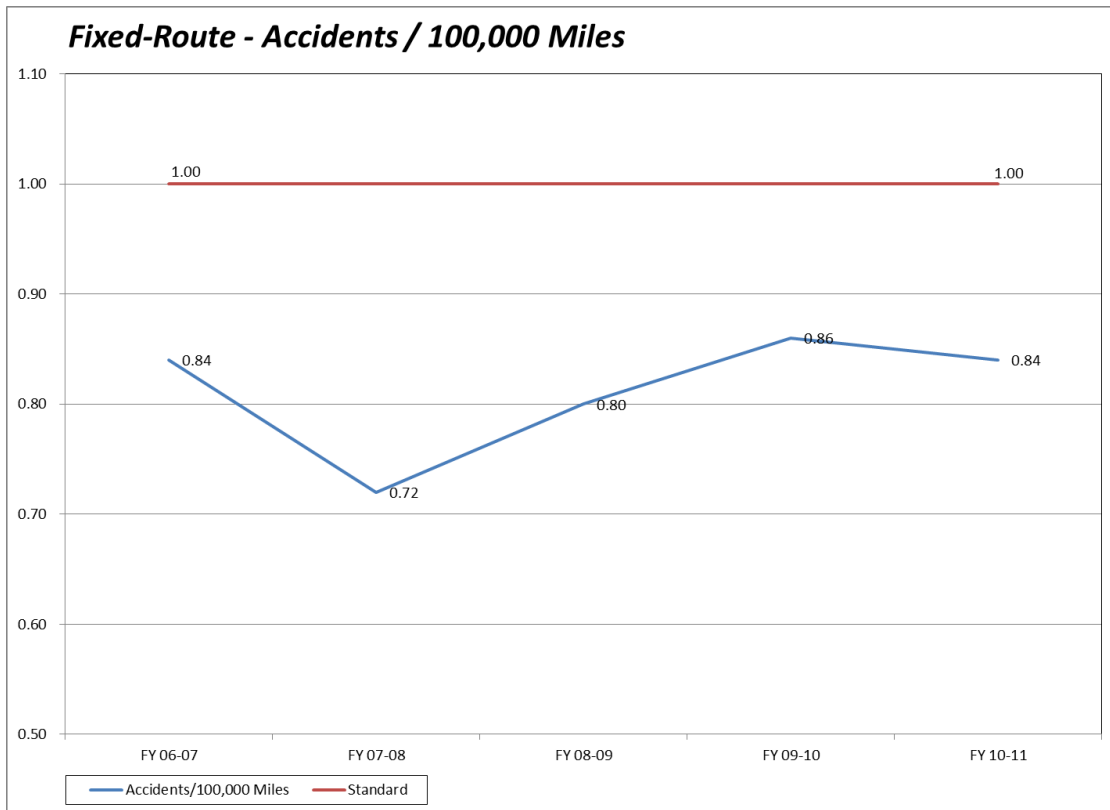


**Performance:** On a system-wide basis the net subsidy did not achieve the adopted standard. Performance in FY11 was \$6.04 for this indicator. This can be attributed to the increase in annual ridership. Since the service reduction and realignment in FY09, CCCTA has been unable to meet this standard due to the resulting fare revenue decreasing by a greater amount than the operating budget. Performance in FY11 was better than in FY10 due to steeper cuts to the operating budget and an increase in ridership.

**Objective 2: Safety** - The CCCTA, through its operator safety and training programs promotes the safe operation of County Connection buses which can provide cost savings to the Authority and, more importantly, ensures the safety of CCCTA patrons and the community at-large.

**Chargeable Accidents/100,000 Miles**

This indicator measures the number of accidents per 100,000 fixed-route fleet miles wherein the CCCTA was at fault (i.e. charged with the accident). A chargeable accident is one which could have been prevented by the operator. The standard for this indicator is 1 accident per 100,000 miles.

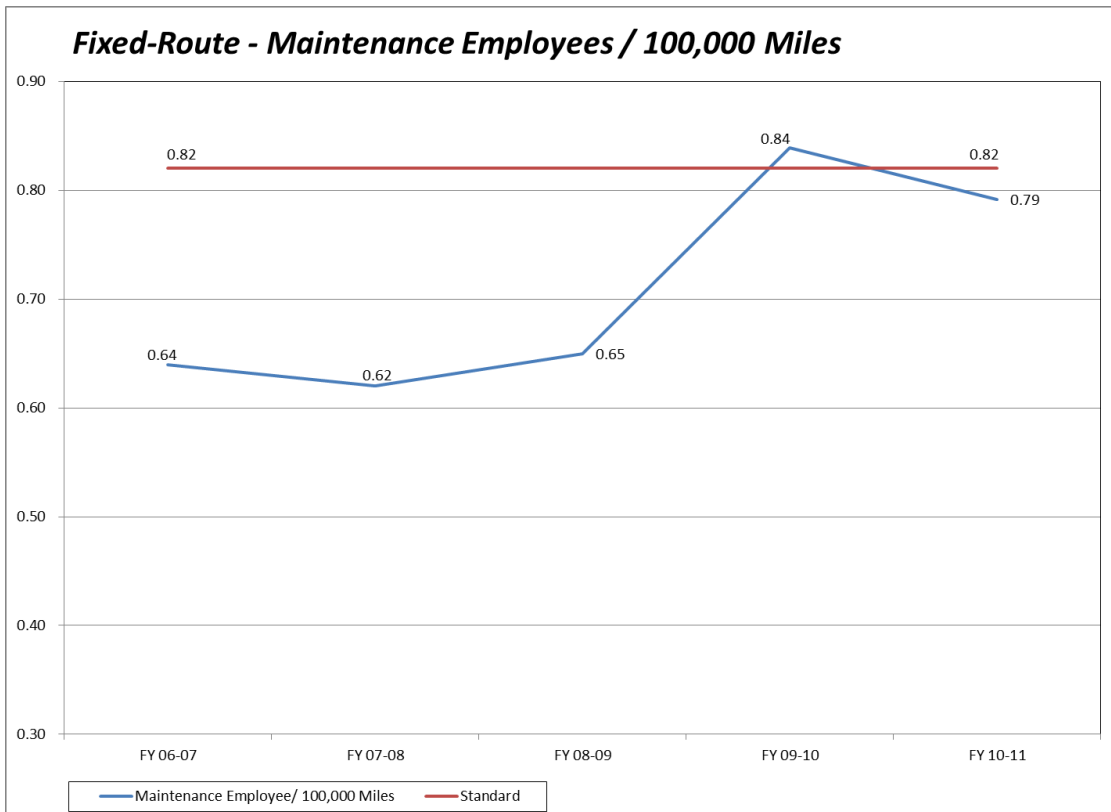


**Performance:** In FY11, CCCTA experienced 0.84 accidents per 100,000 miles, exceeding the standard.

**Objective 3: Resource Management** - This objective focuses on the effective allocation of resources. Effective labor management is a key component of efficiency at CCCTA.

### **Maintenance Employees/100,000 Vehicle Miles**

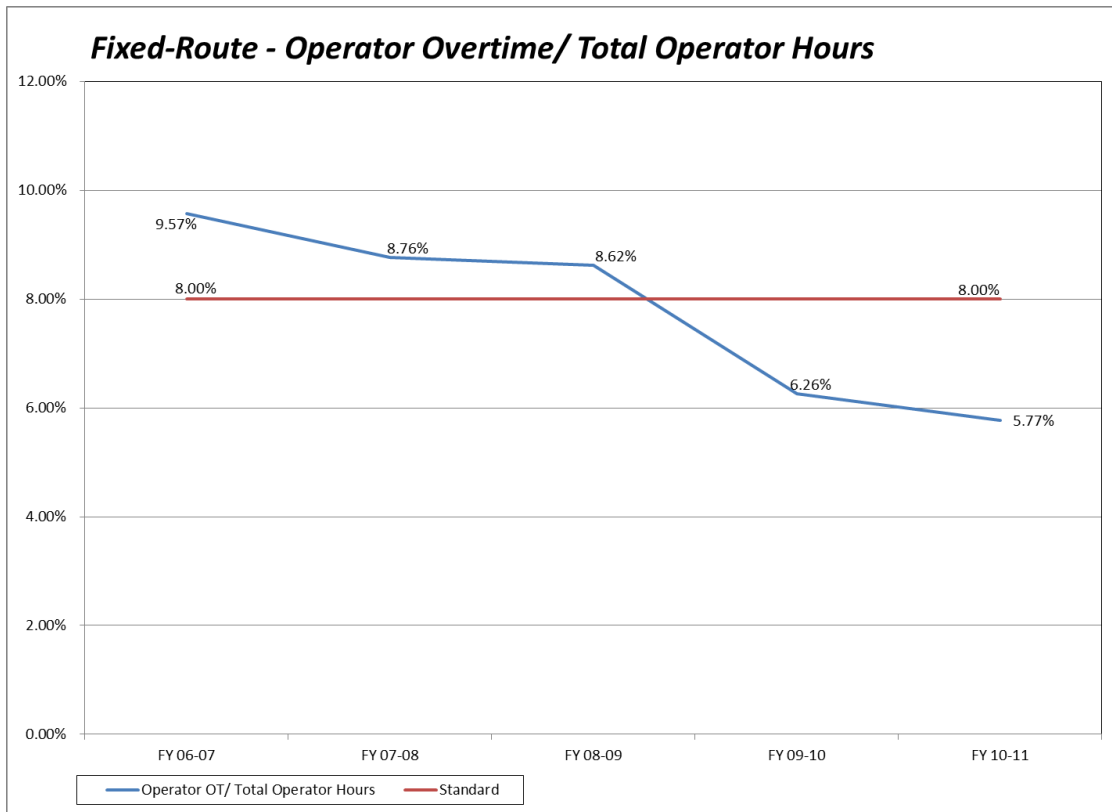
This standard reflects mechanic and service worker labor efficiency for fixed-route services. Full-time employee equivalents (FTE) are utilized and based on the federal definition of 2,000 annual hours. This measure should not exceed 0.82 FTE's per 100,000 miles.



**Performance:** The CCCTA had 0.79 maintenance FTE's per 100,000 total vehicle miles in FY11. This is an improvement over FY10 performance and exceeded the adopted standard. The primary reason for this decrease is the 1.8% reduction in total miles in FY11.

### Operator Overtime Hours as Percentage of Total Hours

This indicator measures the percentage of operator hours paid at an overtime rate. It reflects the relative efficiency with which route schedules and operator work assignments have been developed. The Board has adopted a standard of 8% for which CCCTA is not to exceed.

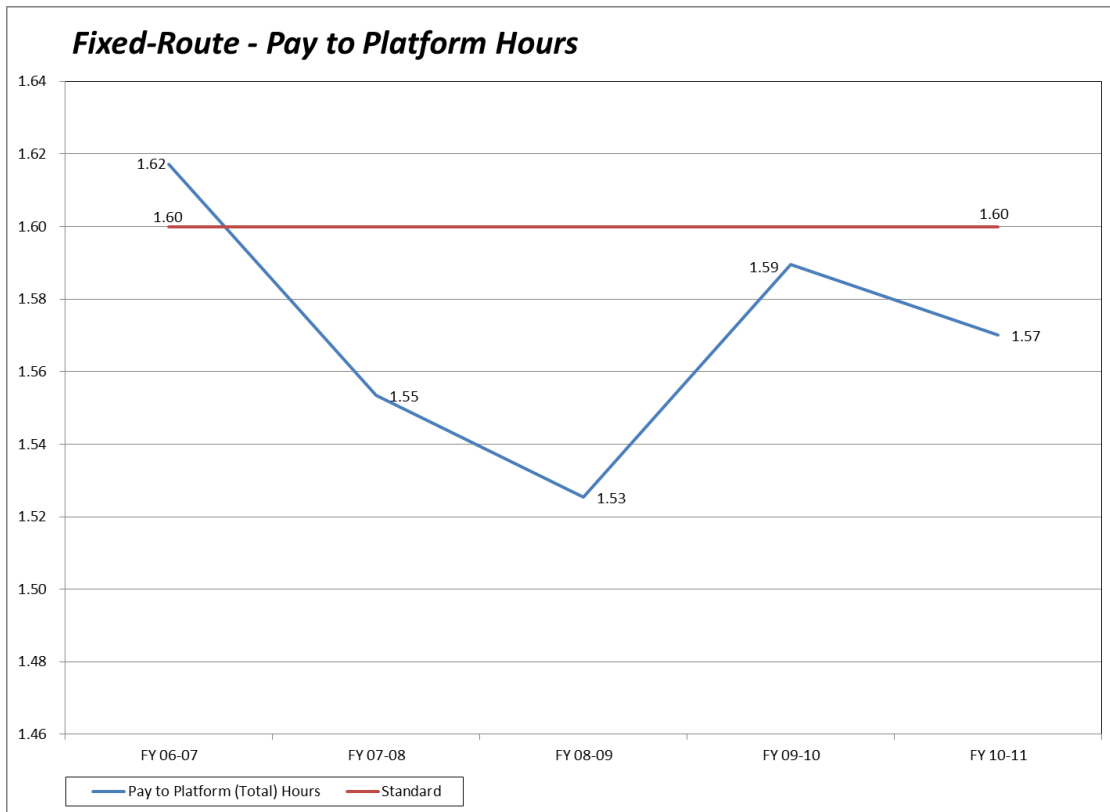


**Performance:** For the second year in a row, CCCTA performance met the adopted standard when operator wages paid at an overtime rate was 5.77%. Scheduled overtime is a trade-off with other efficiency standards.

**Ratio of Operator Pay Hours to Platform Hours (Scheduled)**

This provides a measure of the efficiency with which operator work assignments have been assembled by the CCCTA scheduling and operations departments. Total pay hours include all hours operators are working. These include operating a vehicle or satisfying minimum daily or weekly guarantees per the collective bargaining agreement.

A platform hour the amount of drive time from the time the bus leaves the yard to when it returns – against total running hours. Pay-to-Platform is the ratio of hours operators are paid versus total number of hours driven. A standard has been established wherein the pay-to-platform ratio is not to exceed 1.60 pay to platform hours.



**Performance:** The CCCTA met this standard in FY11 with an actual performance of 1.57 pay to platform hours. Future performance can be improved through efficient deployment of operator resources. Achieving a beneficial pay-to-platform ratio requires balancing available resources, operator assignments designed to deliver service.

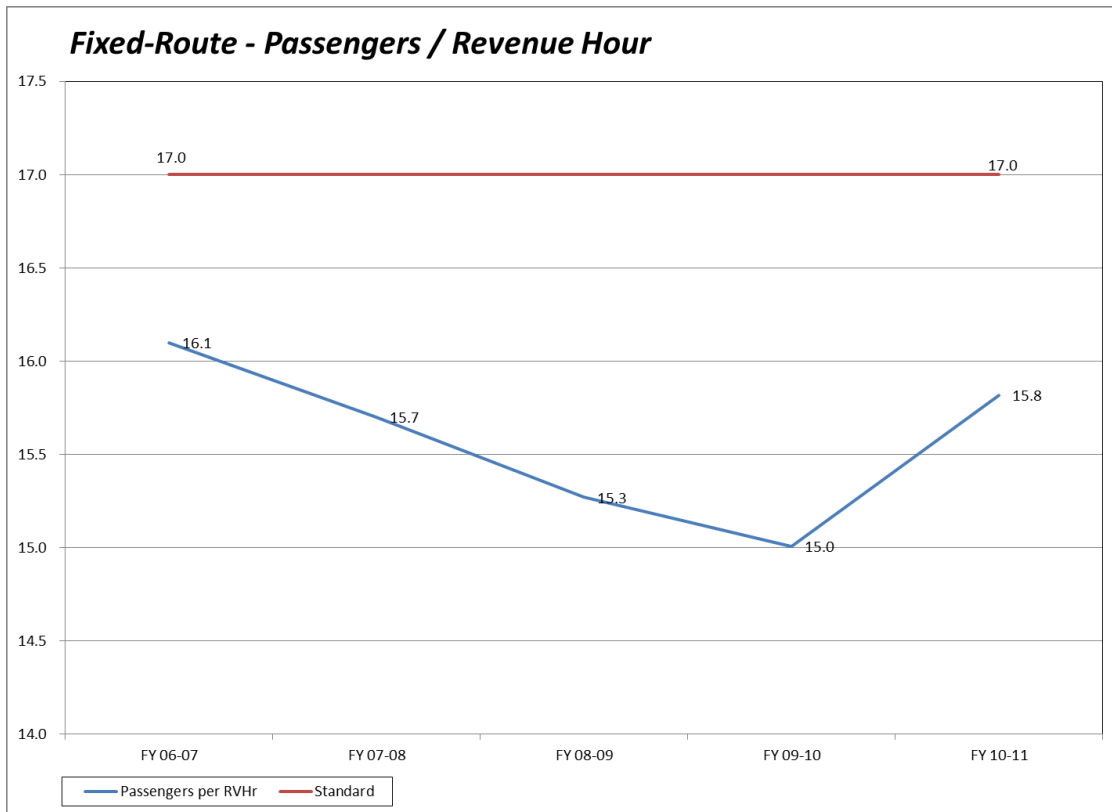
**GOAL II: EFFECTIVENESS**

**Objective 1: Market Penetration** - Market penetration is the extent to which the CCCTA captures a share of the travel market within its service area. The relationship between ridership (demand) and service levels (supply), are key considerations and are measured by the passengers per revenue hour and revenue mile. Market penetration is supported by proper matching of the quality and quantity of transit to market demand.

**Passengers/Revenue Vehicle Hour (PAX/RVRH)**

This standard measures the effectiveness of fixed-route services provided. It is the passenger boarding total for each hour of revenue service provided. The TDA requires this measure and it serves as one of the primary evaluation tools dictating service changes. The Board has adopted an aggressive standard of 17 passengers per revenue hour.

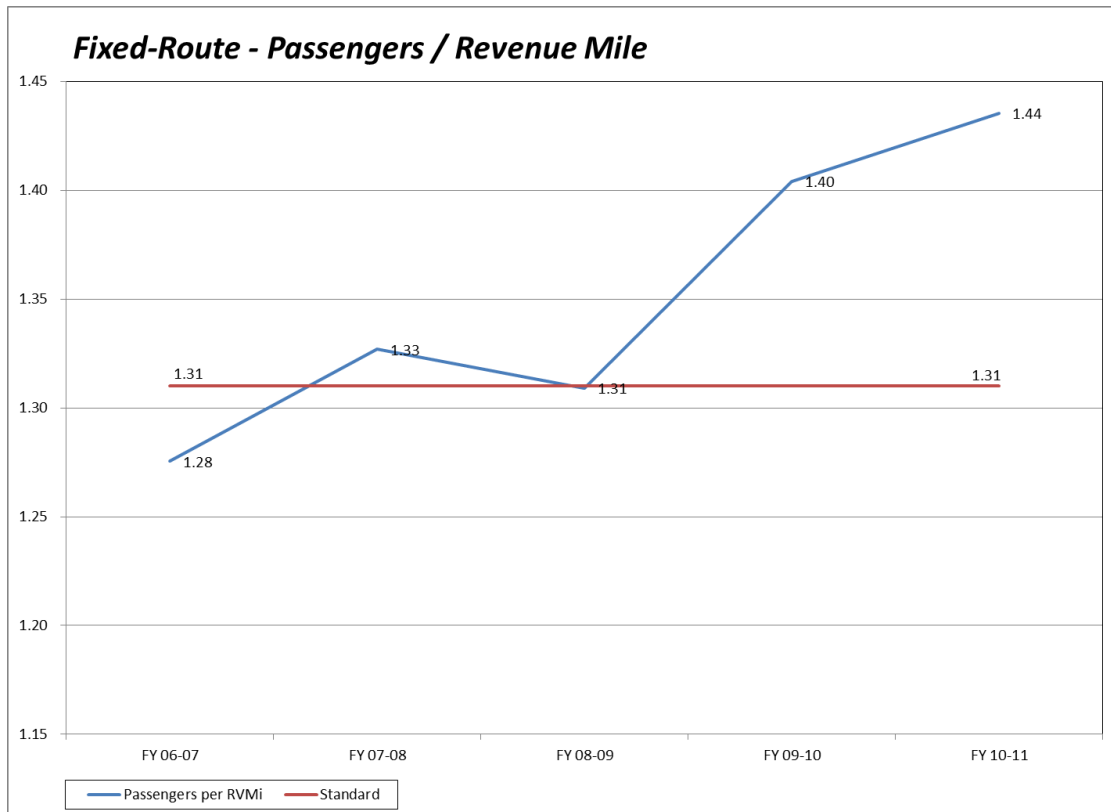




**Performance:** FY11 performance failed to meet the adopted standard of 17 passengers/revenue hour. CCCTA did experience the highest passengers/revenue hour in four years with 15.8 passengers/revenue hour. The moderate success on this standard can be attributed to a 3% decrease in revenue hours and a 2% increase in passengers illustrating the desire for those within CCCTA’s service area to utilize public transit. Also, CCCTA continued to refine route scheduling to deploy service to the highest demand, maximizing service effectiveness. Ridership has fluctuated with gas prices and CCCTA expects this to continue into FY12.

**Passengers /Revenue Mile (PAX/RVMI)**

This measure is similar to the previous indicator in that it measures productivity and is required by TDA. To compute this indicator, total passenger boardings are divided by the total number of revenue miles. For this indicator, the Board has adopted a standard of 1.31 passengers per revenue mile.



**Performance:** The same factors affecting passenger growth will impact this indicator. In FY11 performance of 1.44 passengers/revenue mile met and exceeded the adopted standard of 1.31 passengers/revenue mile. This illustrates successful performance due to a slight decrease in revenue miles and a 2% increase in passengers.

### Load Factor Per Peak Revenue Hour

This standard measures the percentage of coach seats filled during trips the peak hours of service. The AM peak represents service from 6:00 a.m. to 9:00 a.m. and PM peak 4:00 p.m. to 8:00 p.m. The minimum standard for load factor during peak hour service is 0.38 and the maximum standard is 1.25.

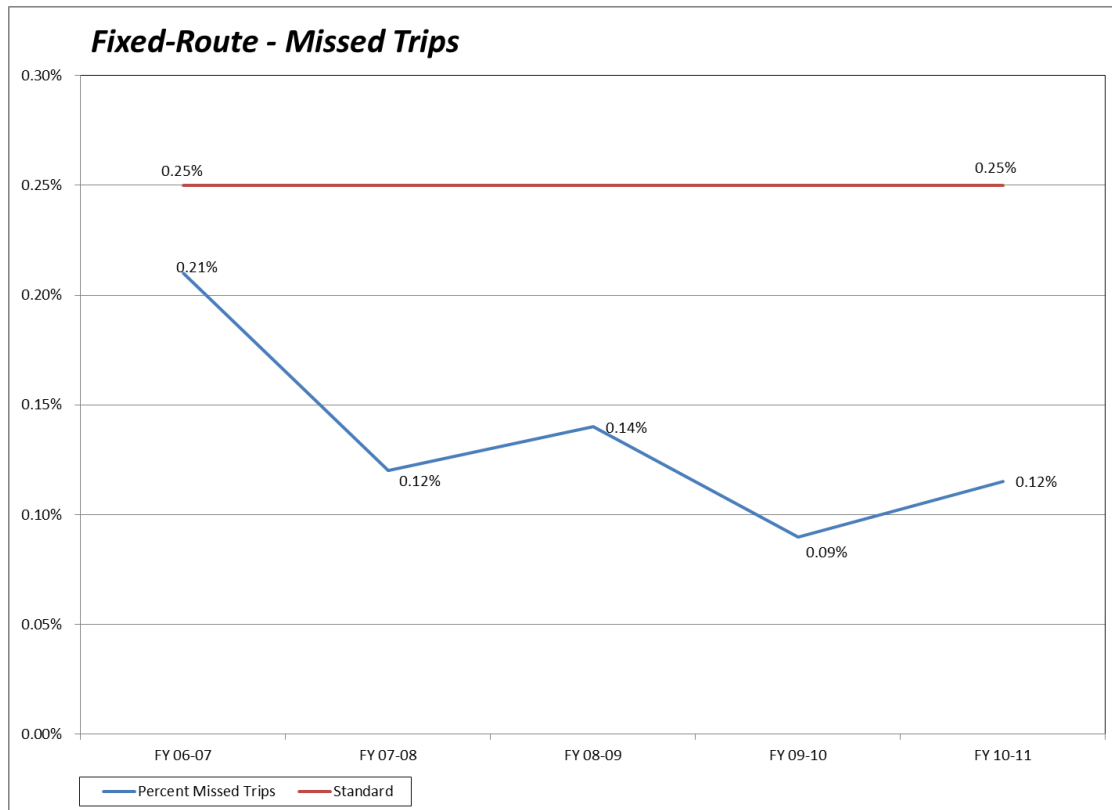
**Performance:** On a system-wide basis, performance did not meet the adopted standards. Performance during the AM peak period was equal to 0.30 and the PM peak performance was 0.28 for FY11.

**Objective 2: Service Quality** - The objective of service quality is measured in terms of the percentage of missed trips, roadcalls, complaints, and on-time performance.

### Percentage of Scheduled Trips Missed

This standard measures the percentage of all scheduled fixed-route bus trips not completed. Trips are not completed due to driver shortfall, traffic conditions, etc. The percent of missed trips is an important measure of service reliability, having a strong impact on ridership. Missed trips have a strong and lasting negative effect upon a

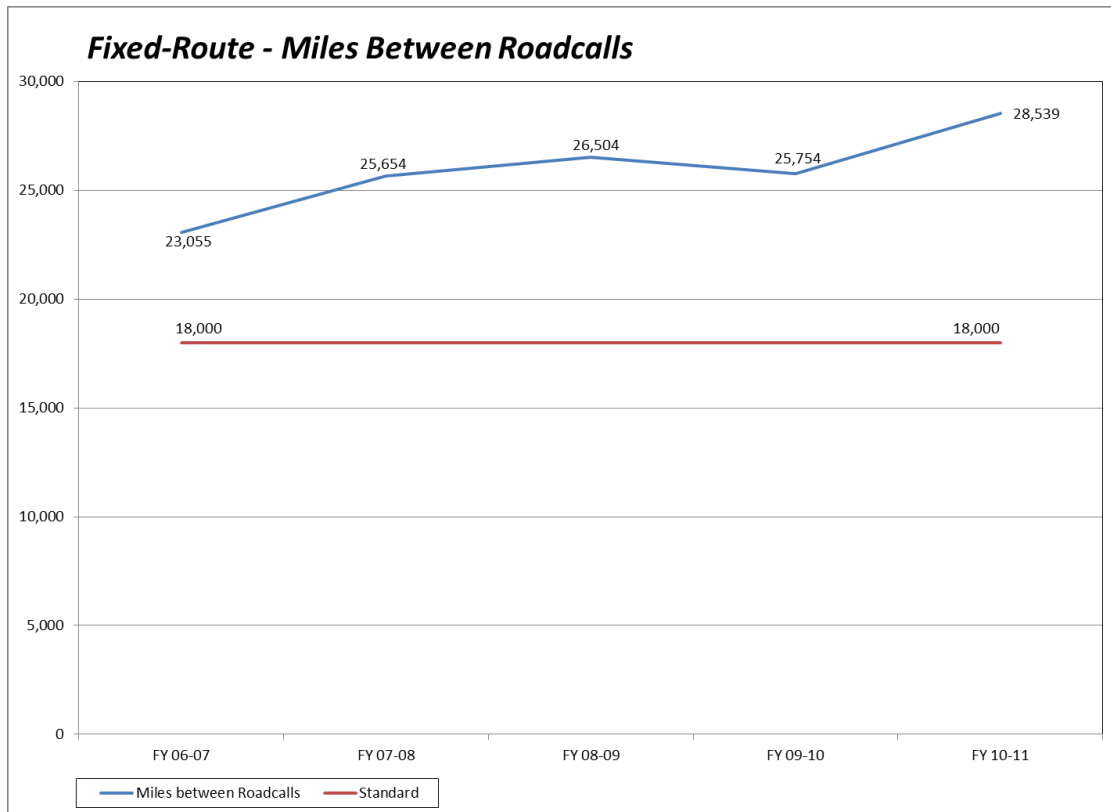
patron's perception of transit service quality. The Board has adopted a standard of no more than 0.25% of scheduled trips.



**Performance:** Performance has consistently surpassed this standard and in FY11 was equal to 0.12% missed trips. Staff is constantly identifying methods to better address missed trips and related issues affecting the County Connection's service delivery quality.

### Miles Between Roadcalls

This standard represents the total number of fixed-route revenue fleet miles between mechanical roadcalls. Mechanical roadcalls defined as breakdowns on route. The standard for this indicator is 18,000 miles between roadcalls.



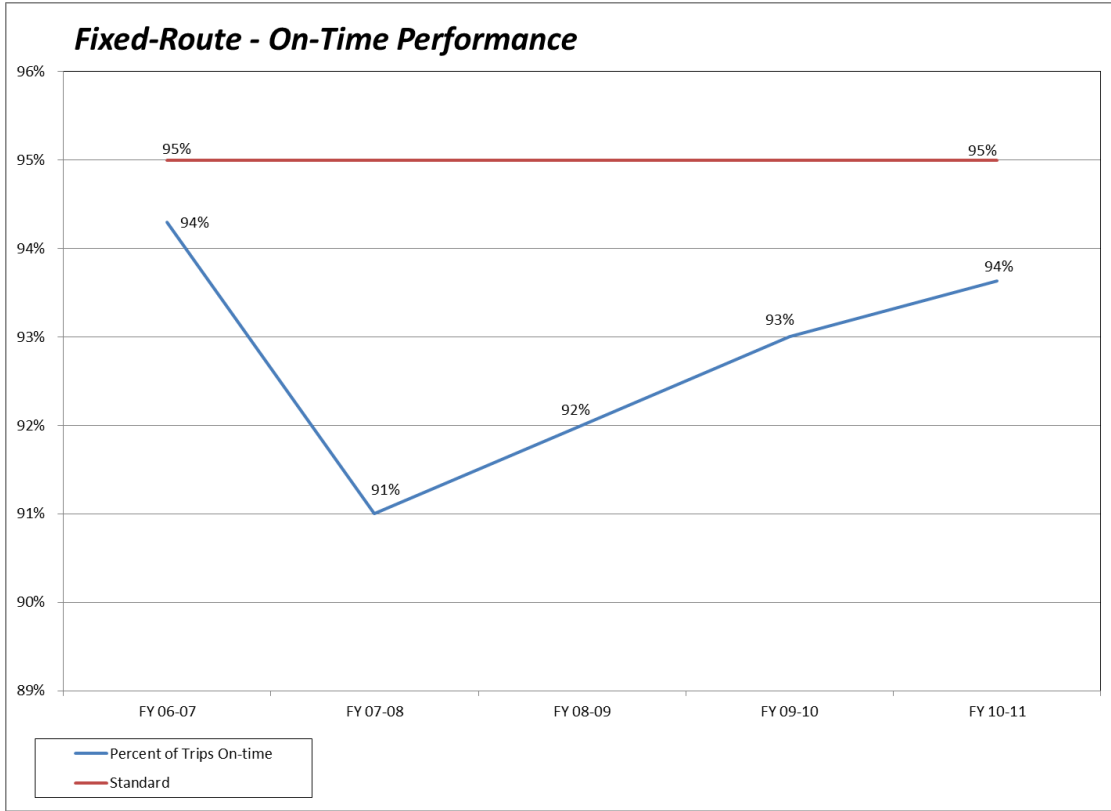
**Performance:** In FY11 CCCTA experienced 28,539 miles between roadcalls, exceeding the standard. This is due in part to the routine replacement of the bus fleet and astute attention to vehicle maintenance. This has been exceeded during the last four fiscal years with the FY11 being the most successful partially due to the recent bus purchase.

### Measurement 3: Schedule Adherence

Schedule adherence of fixed-route buses is a key measure of the reliability of transit service. Given reliability is critical to attracting ridership, CCCTA strives to operate on time to the maximum extent possible. On-time performance is defined as being zero minutes ahead of, and no more than five minutes behind, the published time point along a given route.

The method for measuring on-time performance is being revised in light of staff being able to obtain a 100% data sample from on-board RSM Ridecheck software. The chart below shows on-time performance and reflects the prior method of obtaining on-time performance data compared to the adopted 95% standard.

It is recommended that this method be replaced by using data from the on-board RSM Ridecheck software that was installed in 2006. CCCTA scheduling staff has been working with the software engineers to create a report that extrapolates actual on-time data on a 100% sampling basis from the buses. It is recommended that the on-time performance standard of 95% remain unchanged.

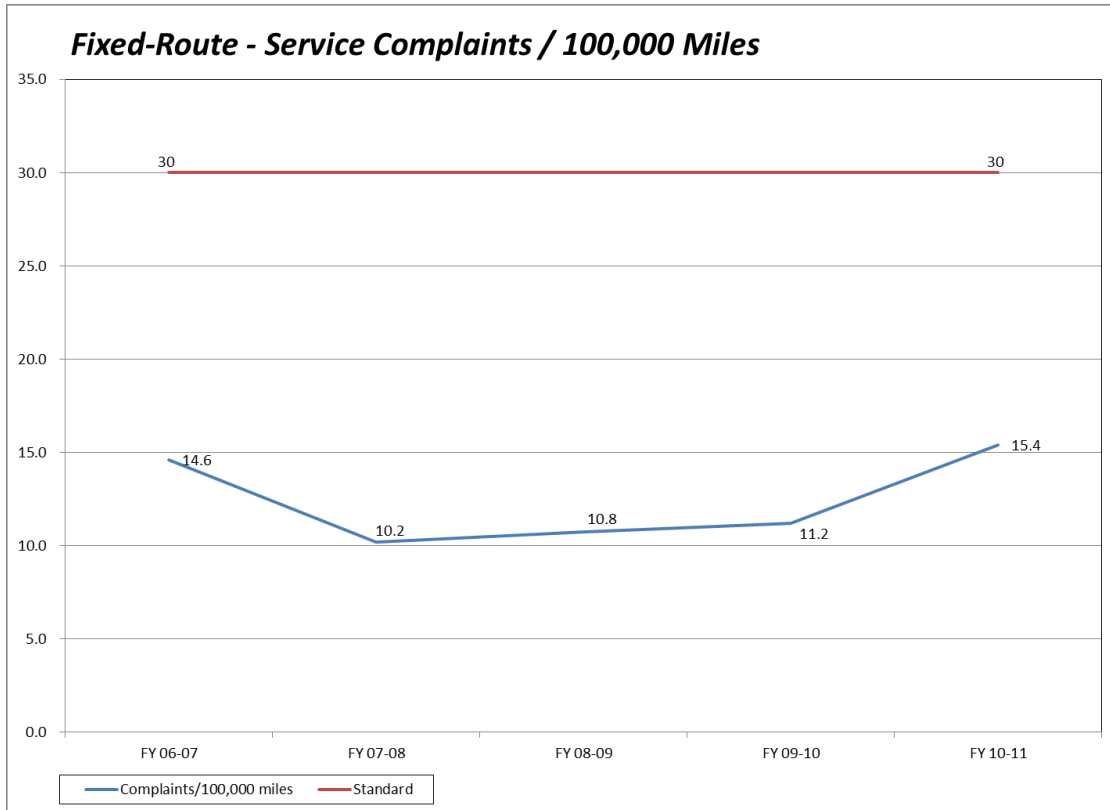


**Performance:** The adopted standard of 95% was again not met but performance continues to improve since FY08. Because on-time performance is critical to transit patrons, the CCCTA sets a very high standard for schedule adherence. CCCTA staff continually makes service adjustments to individual trips based on customer and driver input so as to maximize on-time performance.

The chart below shows on-time performance using the new method of collecting data from the on-board RSM Ridecheck software. The data is from the Fall 2011 bid period and represents 100% sample key stops within CCCTA’s service. Key stops include all BART stations and route endpoints.



number of complaints by 100,000 miles. The standard for this indicator is 30 service complaints/100,000 miles.



**Performance:** In FY11 CCCTA received 15.4 service complaints per 100,000 miles. The number of complaints received by the customer service department represents only a small percentage of the total call received.

### Onboard Surveys

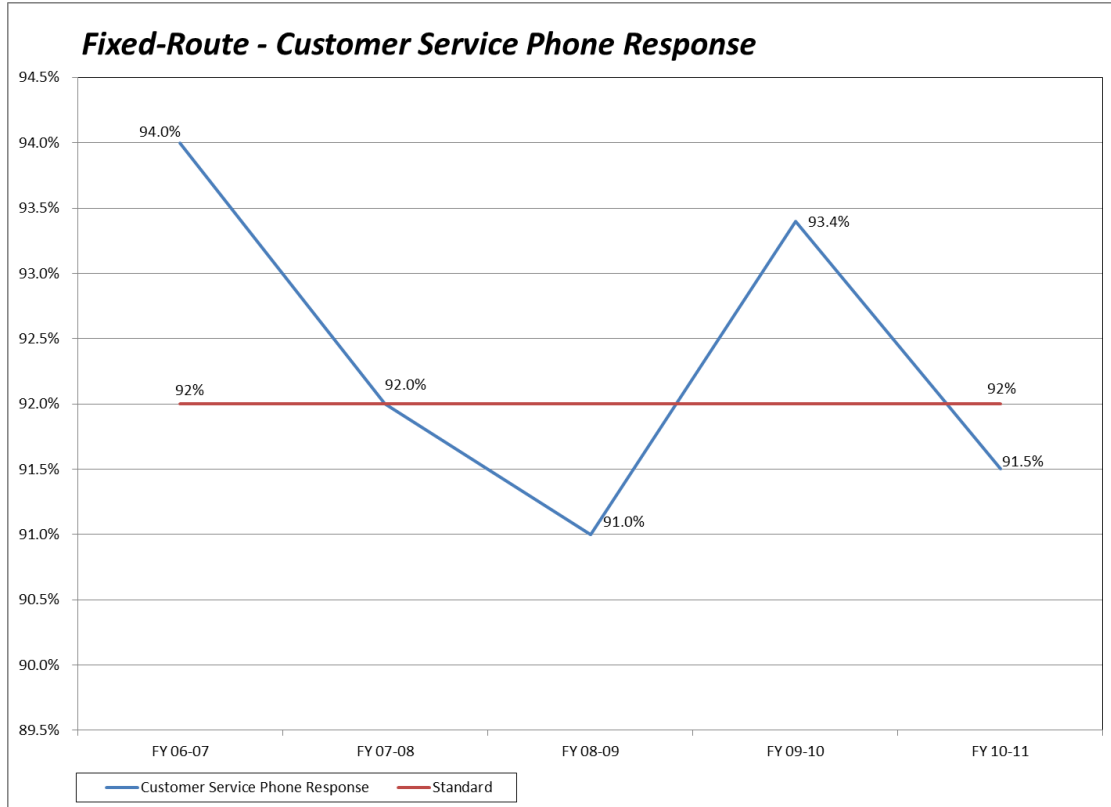
The completion of periodic onboard surveys provides vital information regarding how passengers use the County Connection's services and the demographics of its riders. Information such as trip origin and destination, trip type, and level of satisfaction with the service assists both staff and the Board to make customer-relevant planning decisions. This information can only be collected through periodic onboard surveys. A standard for performing onboard surveys every three years was established in FY 2000.

**Performance:** As part of this SRTP, the Metropolitan Transportation Commission has entered into an agreement with a consultant to complete an on-board survey in 2012 to coincide with this document. The final on-board survey and report will serve as an appendix to this document and keeps CCCTA within its standard for this indicator.

### Customer Service Phone Response

How quickly and efficiently calls to the Customer Service Representatives are

answered is a measure of service quality. Often the first contact that a new or potentially new customer has with the County Connection is via the telephone. The standard for measuring total calls answered and calls answered of 92% was established as a means of measuring the quality of service offered by the Customer Service Department.



**Performance:** The FY11 the performance was 91.5% of customer service calls were answered, slightly below the adopted standard. Performance for this indicator has fluctuated over the study period, achieving a low of 91% in FY09 and a high of 94% in FY07. Several factors affect the ability of the Customer Service Representatives to answer all phone calls, the most significant of which is the caller's willingness to remain on hold.



### **GOAL III: EQUITY**

**Objective 1: Improve Transit Access** - The objective of improving transit access is to positively affect mobility options for the public, including those with mobility limitations, seniors, low-income persons, and youth. In order to assess the achievement of this objective, the CCCTA measures performance in this area by tabulating the percentage of the fleet capable of providing assisted boardings.

#### **Lift & Ramp “Assisted” Boarding Ability**

This measure illustrates the percentage of fixed-route transit vehicles capable of providing lift or ramp “assisted” boardings and provides an indirect measure of transit accessibility for mobility-challenged patrons. Additionally, this measure reflects the effectiveness of CCCTA's vehicle maintenance efforts. The Board has adopted a standard that 100% of CCCTA's fleet be capable of providing assisted boardings.

**Performance:** As noted above, the CCCTA continues to maintain a high level of wheelchair lift and ramp availability and the 100% standard was achieved.

**Objective 2: Public Participation** - The objective of public participation sets forth a guiding principle that CCCTA is responsible to the public for its services. The CCCTA measures performance in this area by the level of public participation solicited through the planning process.

#### **Public Hearings**

The CCCTA makes an effort to involve locally-elected officials, community leaders, and the public in the decision-making process in the course of developing service changes and fare increases. The public hearing policy set forth guidelines for when the planning department is required to conduct public hearings.

**Performance:** The CCCTA has complied with the public hearing policy and has involved locally-elected officials and the public in planning decisions. In FY11 CCCTA held one public hearing to discuss the FY11 Mini-SRTP.

**Objective 3: Distribution of Service and Equipment** - CCCTA analyses the distribution of service and equipment in compliance with Title VI to ensure that service is equitably distributed to minority populations within CCCTA's service area.

#### **Title VI of Civil Rights Act of 1964**

Title VI of the Civil Rights Act of 1964 ensures minority persons and communities are not discriminated against in the level and quality of transit service received. The CCCTA will comply fully with the intent of the regulations contained in Title VI, and submit a Title VI Program update every three years.

Additionally, the CCCTA will comply with Section 504 of the Rehabilitation Act of 1973, as amended, and the California Transportation Development Act of 1971, as these codes

relate to the distribution of service and equipment.

**Performance:** The CCCTA continues to comply with the requirements of Title VI. The CCCTA has an updated Title VI report on file with the FTA. The FTA approved the CCCTA's submission with respect to Title VI in February 2012. This approval expires in February 2015.

### **Transit-Dependent Served**

CCCTA considers impacts to the transit dependent populations when making service changes.

**Performance:** In FY11, no service modifications were made that had an impact on the transit-dependent. Only minor service changes were made to improve coordination and on-time performance.

**Paratransit Performance Standards**

Table II-II illustrates the summary standards and objectives designed to assess the progress towards the achievement of adopted paratransit performance goals, and the measures developed to assess performance as they relate to the goals and objectives.

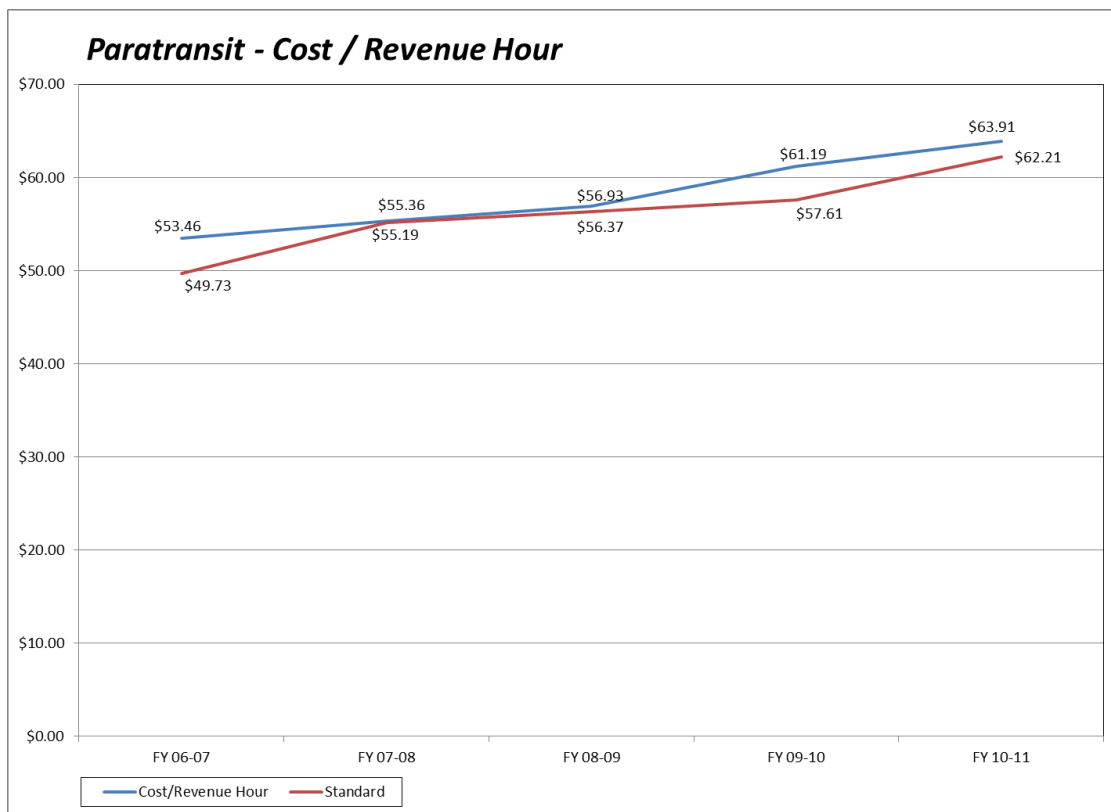
Performance Standards - Paratransit								
GOAL	Objective	Measurement	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11	Standard/Met?
<b>EFFICIENCY</b>								
	Cost Control	Cost/Revenue Hour	\$53.46	\$55.36	\$56.93	\$61.19	\$63.91	Increase < inflation
		<i>Standard</i>	\$49.73	\$55.19	\$56.37	\$57.61	\$62.21	No 7.5% growth
		Cost/Passenger	\$27.60	\$27.68	\$27.78	\$29.88	\$31.18	Increase < inflation
		<i>Standard</i>	\$26.97	\$28.50	\$28.19	\$28.11	\$30.38	No 7.6% growth
	Safety	Farebox Recovery Ratio	10.7%	10.8%	10.9%	11.5%	10.8%	10.7%
		<i>Standard</i>	10.7%	10.7%	10.7%	10.7%	10.7%	Yes
	Accidents/100,000 Miles	0.62	0.49	0.29	0.67	0.13	0.3 / 100,000 miles	
	<i>Standard</i>	0.30	0.30	0.30	0.30	0.30	Yes	
<b>EFFECTIVENESS</b>								
	Market Penetration	Passengers per RVHr	1.94	2.00	2.05	2.05	2.05	1.9 Pass/RHr
		<i>Standard</i>	1.90	1.90	1.90	1.90	1.90	Yes
	Service Quality	Denials	0	0	0	0	0	None
		<i>Standard</i>	0	0	0	0	0	Yes
		Miles between Roadcalls	2.2	1.6	1.6	2.2	2.1	3.0 / 100,000 miles
		<i>Standard</i>	3.0	3.0	3.0	3.0	3.0	Yes
		Percent of Trips On-time	98.0%	96.0%	95.0%	95.0%	95.0%	98% on time
		<i>Standard</i>	98.0%	98.0%	98.0%	98.0%	98.0%	No
		Complaints/100,000 miles	1.0	0.7	0.8	0.4	0.4	2.0 / 100,000 miles
		<i>Standard</i>	2.0	2.0	2.0	2.0	2.0	Yes
	Employee Turnover		38.7%	13.9%	12.0%	13.0%	2.1%	5.0%
		<i>Standard</i>	5.0%	5.0%	5.0%	5.0%	5.0%	Yes
<b>EQUITY</b>								
	Improve Transit Access	Lift Availability	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		<i>Standard</i>	100%	100%	100%	100%	100%	Yes

**GOAL I: EFFICIENCY**

**Objective 1: Cost Control** - The objective of cost control is measured in terms of cost per hour and cost per mile. Constant or reduced unit costs permit continuation of, or improvements in, service levels without added cost to transit customers or taxpayers. Financially-based management decisions are crucial to successful cost control.

**Operating Cost/Revenue Vehicle Hour (RVHR)**

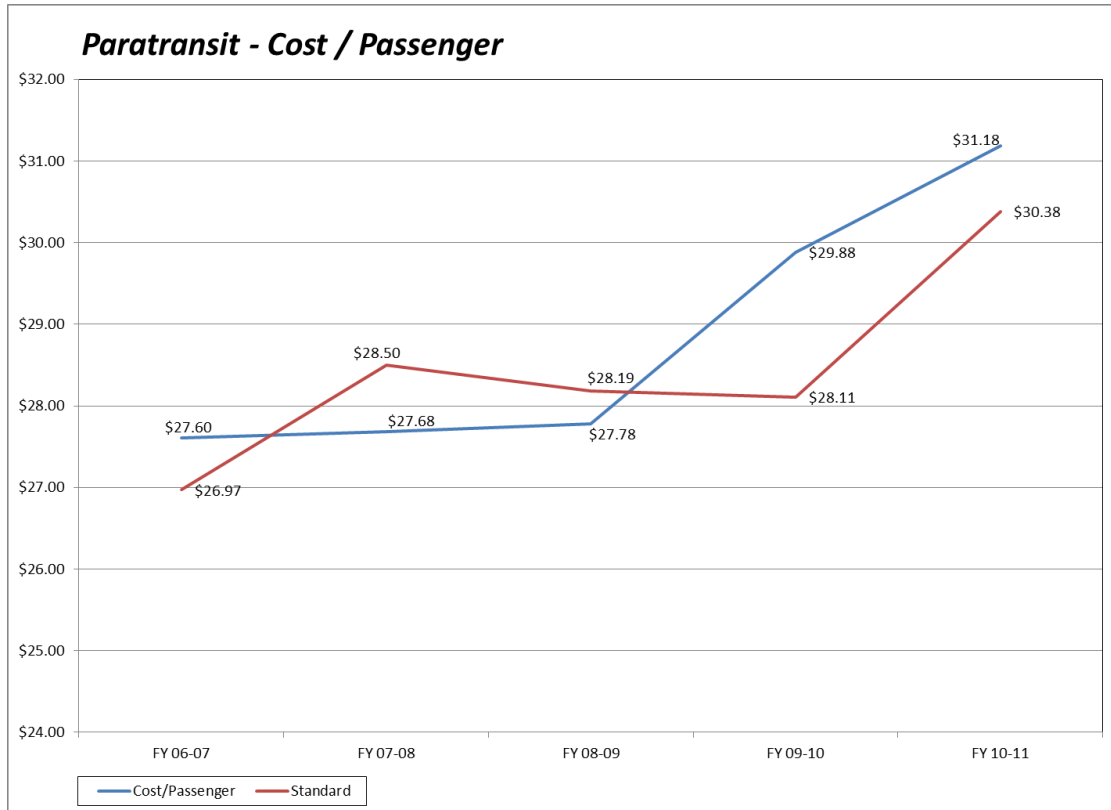
This standard measures the hourly cost of providing paratransit service and is a requirement of the TDA. To arrive at the hourly unit cost, total operating cost is divided by total revenue vehicle hours. Annual increases in this measure should not exceed the general regional inflation rate for that particular sector of the economy.



**Performance:** In FY, LINK’s operating cost per revenue hour of 63.91 did not achieve the standard. During the study period, performance for this indicator has fluctuated and has remained close to the standard.

### Operating Cost Passenger Trip

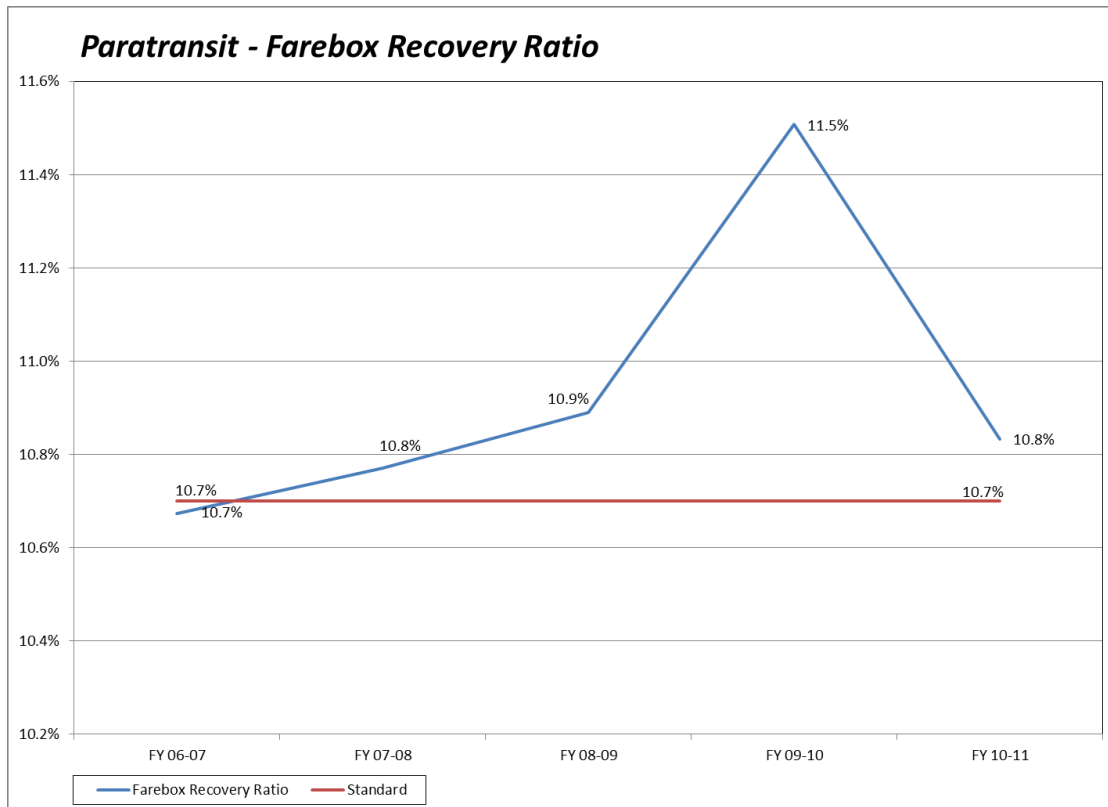
This standard measures the unit cost of operation per passenger trip and is a requirement of the TDA. The operating cost passenger trip is subject to the same factors as the operating cost revenue vehicle hour. Annual increases in this measure should not exceed the regional inflation rate.



**Performance:** The LINK operating cost per passenger trip did not meet the FY11 standard. In FY11 LINK experienced a cost/passenger of \$31.18. This was due to an increase in operating costs coupled with a decrease of 3.7% in total passengers.

### Farebox Recovery Ratio

This standard measures the ratio of total fare revenue to total operating cost. Farebox revenue does not include in-kind contributions, donations, local match contributions, etc. Farebox recovery ratio impacts both service efficiency and effectiveness. The Board has adopted a standard of 10.7%.

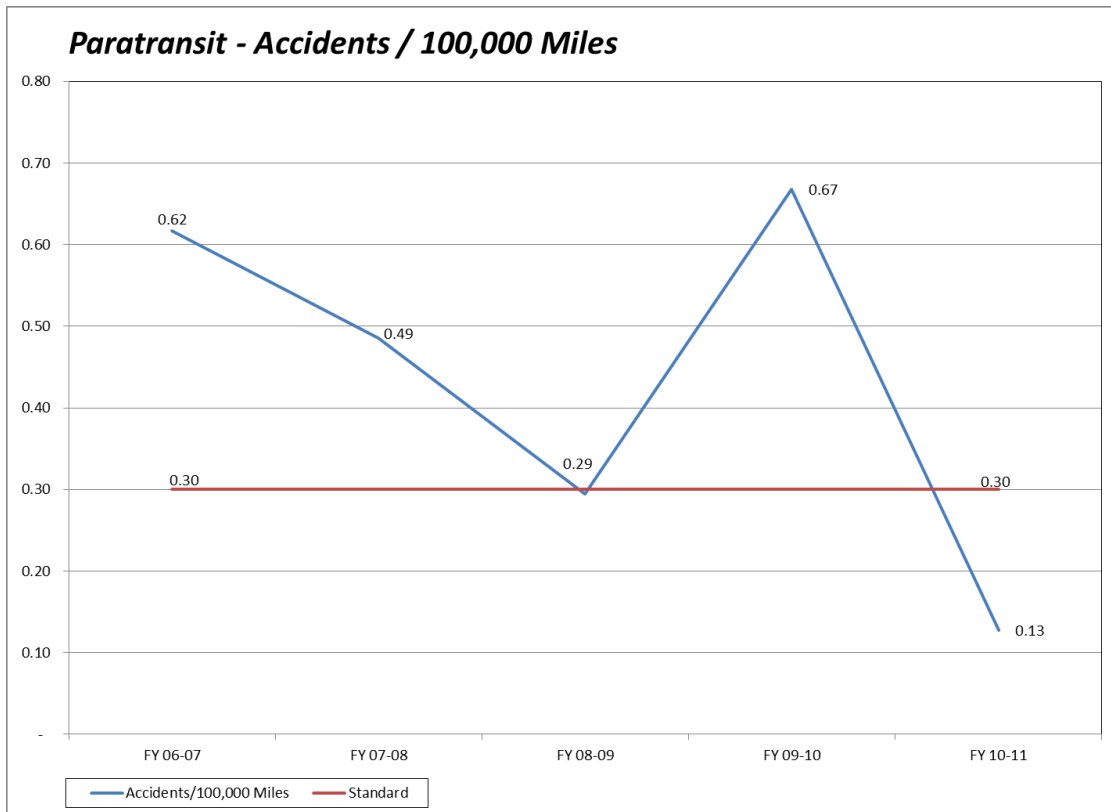


**Performance:** LINK's farebox recovery ratio surpassed the FY11 standard, achieving a farebox recovery ratio of 10.8%. Though farebox revenue declined from FY10, it remained above the standard for the third consecutive year.

**Objective 2: Safety** – Overall safety and operator driving practices contribute to overall cost and efficiency of transit services. Through operator safety and training programs "the best practice is a safe practice" will be reinforced. Safe operation of vehicles can provide cost-savings but, more importantly, ensures the safety of patrons. Performance under this objective is measured by the number of chargeable accidents/100,000 miles.

### Chargeable Accidents/100,000 Miles

This indicator measures the number of accidents/100,000 fleet miles wherein the vehicle operator was at fault (i.e., charged with the accident). This approach allows the CCCTA to assess the level of safety under which vehicles are being operated. The Board has adopted a standard not to exceed 0.30 accidents per 100,000 miles.



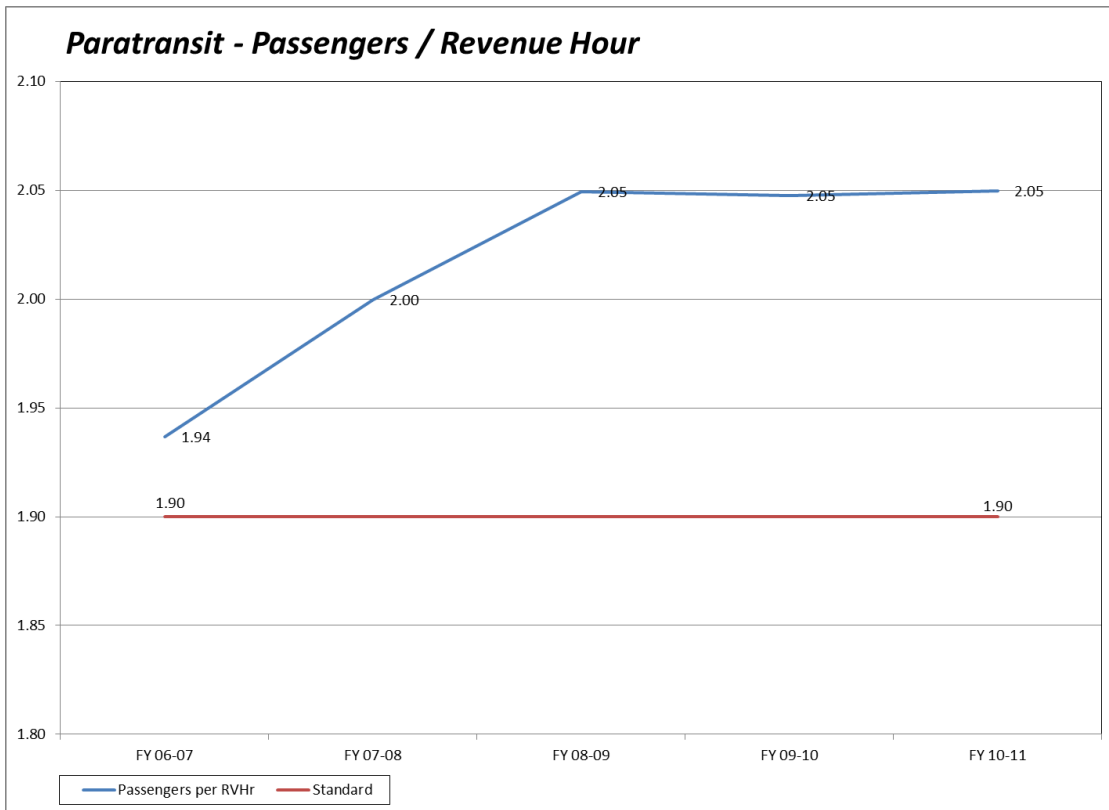
**Performance:** LINK met the adopted standard and experienced the lowest accident rate of the study period in FY11 with 0.13 accidents per 100,000 miles.

## GOAL II: EFFECTIVENESS

**Objective 1: Market Penetration** - Market penetration is measure by the total passengers carried. Market penetration is supported by optimal balancing of the quality and quantity of paratransit service with market demand.

### Passengers Trip/Revenue Vehicle Hour (PAX/RVHR)

This standard measures the effectiveness of services provided in terms of passenger trips per revenue vehicle hour. The TDA requires the reporting of this measure. The standard for this indicator is 1.90 passengers per revenue hour.



**Performance:** LINK exceeded the adopted standard of 1.90 passengers/revenue vehicle hour in FY11. Despite declining ridership, revenue hours decreased by a greater amount thus enabling LINK to meet this standard. In FY11 LINK recorded 2.05 passenger trips per revenue hour.

**Objective 2: Service Quality** - The objective of service quality is measured by denials, roadcalls, and schedule adherence and illustrates the level at which LINK is achieving safety and service availability.

### Service Denials

This standard measures the incidence of all trip requests that could not be met. Trips denied have a strong and lasting negative impact upon patrons' perceptions of

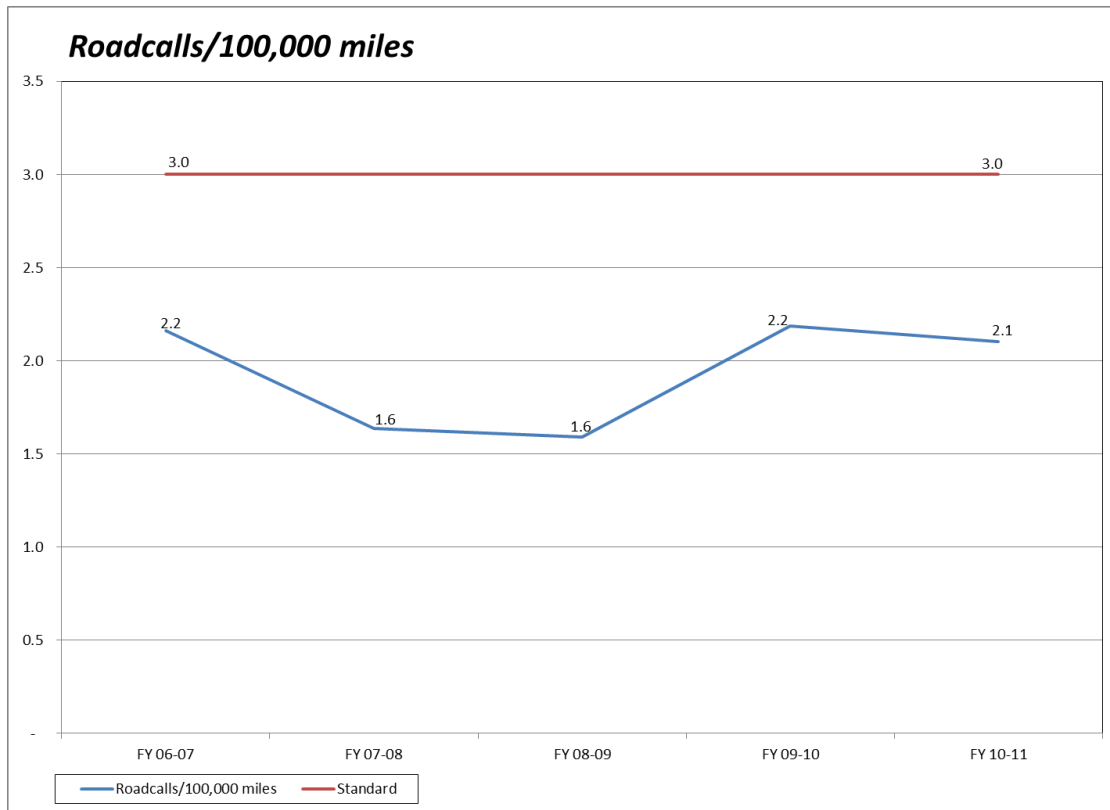


paratransit service quality. Denials should be minimized and not exceed totals in prior years. The Board has adopted a standard of 0 trip denials. The Americans with Disabilities Act specifies operators must not exhibit "a pattern of service denials" in order to be compliant with the ADA requirements.

**Performance:** The standard of 0 trip denials was met for FY11.

### Miles Between Roadcalls

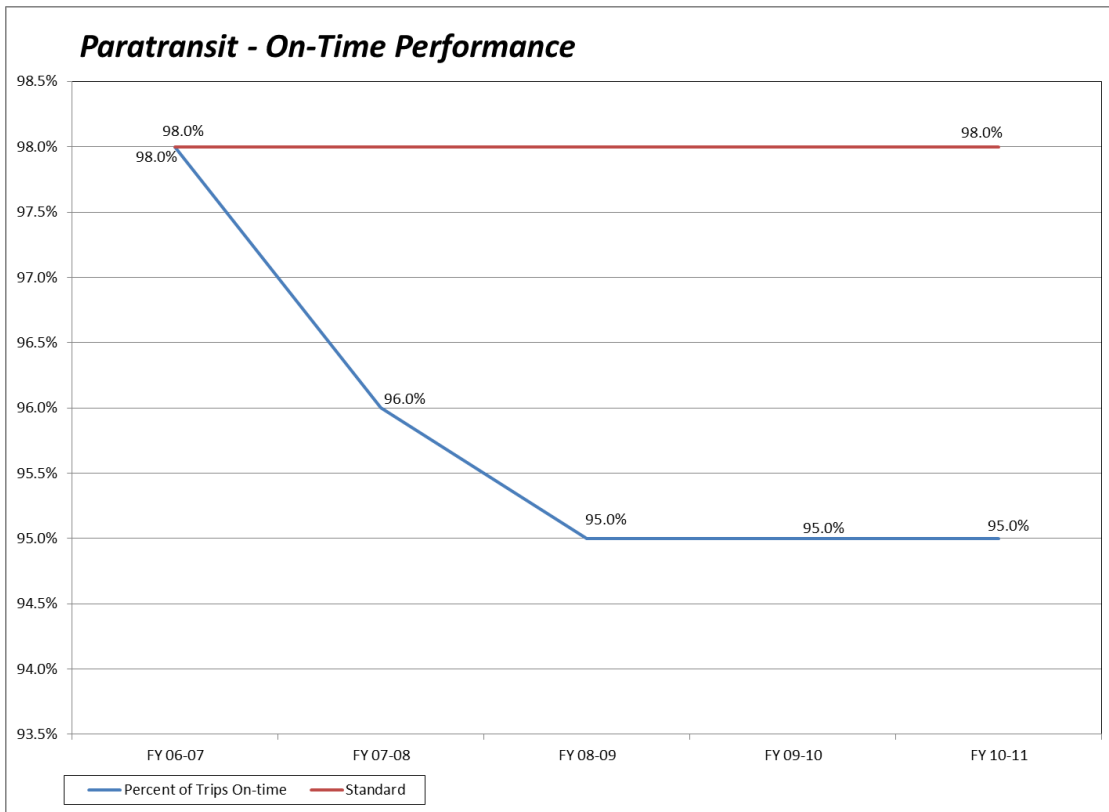
This standard measures the incidence of roadcalls for every 100,000 miles traveled. The measure reflects the relative effectiveness of County Connection maintenance efforts. The standard for this indicator is 3 roadcalls/100,000 miles.



**Performance:** The standard of 3.0 roadcalls/100,000 miles was met for the fifth straight year in FY11 when LINK experienced 2.01 roadcalls/100,000 miles.

### Schedule Adherence

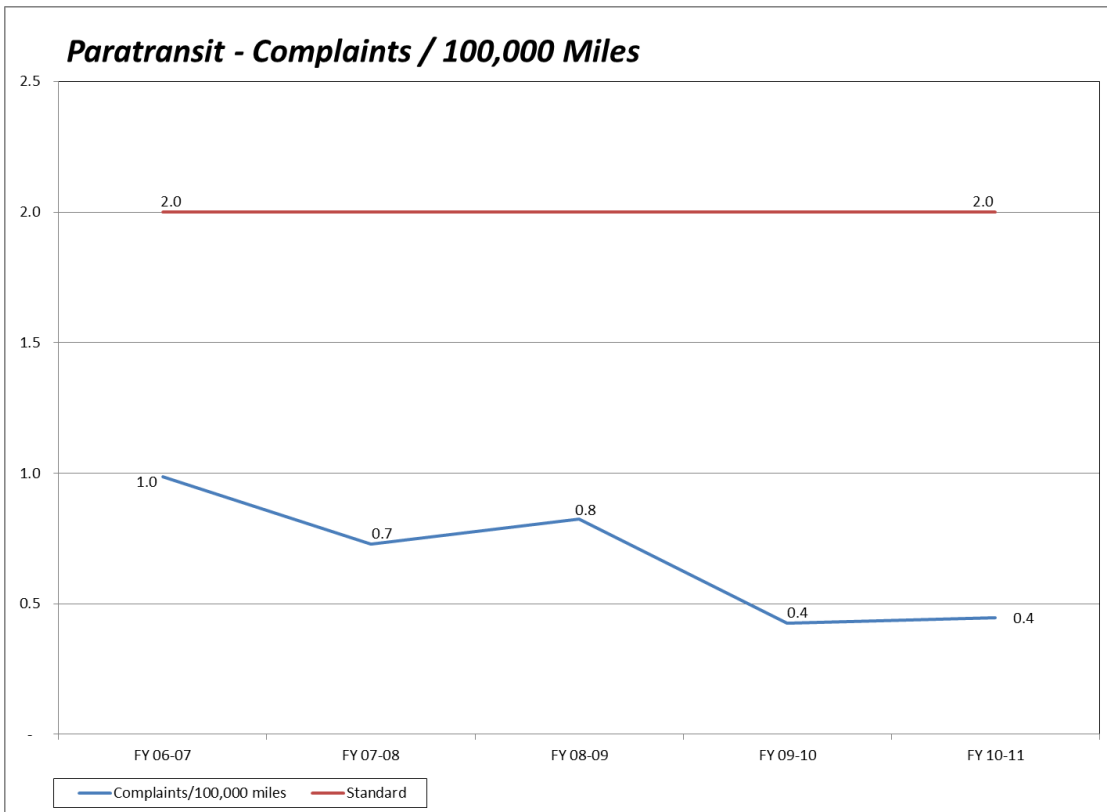
Schedule adherence, or on-time performance, is a key measure of service reliability. Schedule adherence is defined as trips occurring no more than 15 minutes before or after the scheduled pick-up time. The standard for this indicator is set that 98% of trips be on-time.



**Performance:** This measure was not met in FY11 when LINK experienced a 95% on-time rate.

### Customer Complaints/100,000 Miles

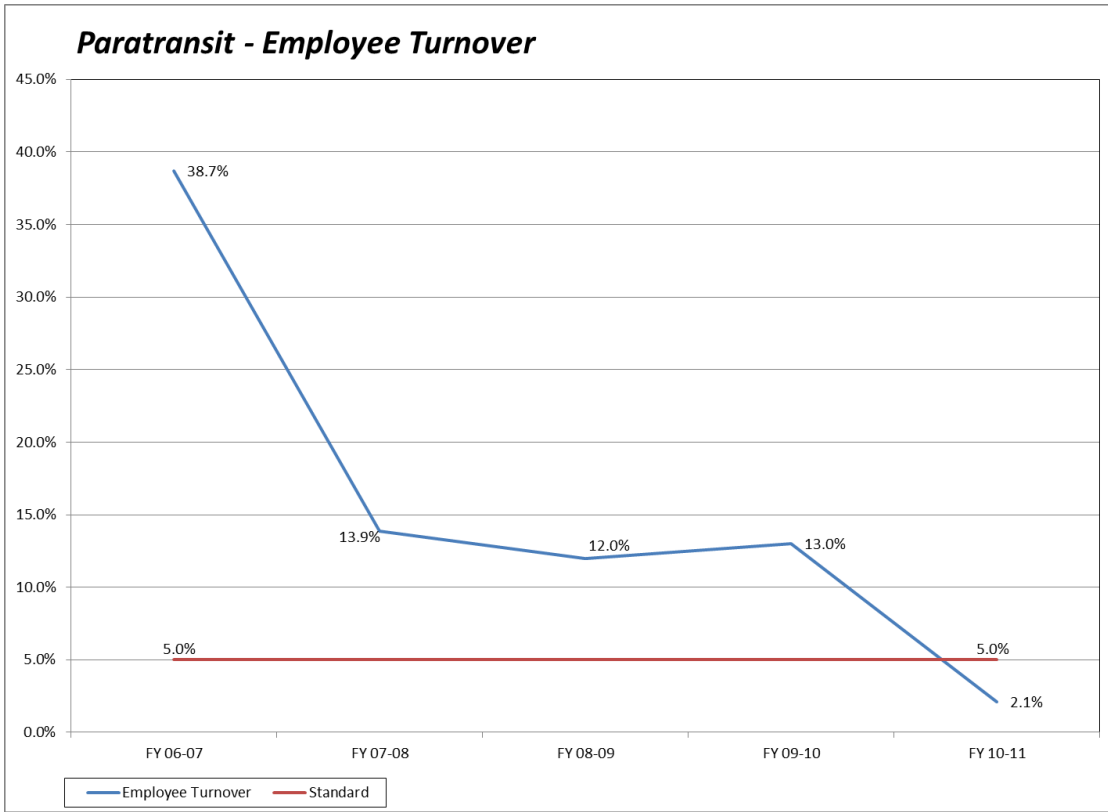
This standard measures the total number of customer complaints per 100,000 revenue miles traveled. This is a general measure of overall service quality and affords the CCCTA important insight into patrons' perception of availability, safety, and comfort of the service. Standard is 2 complaints/100,000 miles.



**Performance:** LINK bettered the adopted FY11 standard and achieve 0.4 complaints/100,000 miles.

### Employee Turnover

This standard measures the overall stability of the workforce which has an impact on patrons’ perception of quality and reliability. Retention of employees is essential for an efficient and smooth-running operation and has been consistently improving throughout the study period. The standard is 5% turnover and infers LINK will lose no more than one employee out of every twenty employed within the fiscal year.



**Performance:** This standard was met in FY11 for the first time in the study period when LINK experienced a 2.1% employee turnover.

### **GOAL III: EQUITY**

**Objective 1: Transit Access** - The objective of paratransit access is to improve the mobility options for mobility-impaired persons and/or seniors. The number of lift-assisted boardings and the percentage of the fleet with operable lifts measure performance in this area.

#### **Wheelchair Lift Availability**

This measure reflects the percentage of paratransit vehicles with operational wheelchair lifts, and provides an indirect measure of transit accessibility for lift-dependent riders. Additionally, this measure is a reflection of the effectiveness of the lift maintenance efforts. The standard for this measure is no less than one hundred percent (100%) of the fleet available for revenue service shall have operational wheelchair lifts.

**Performance:** Full compliance (i.e., 100-percent lift availability) was achieved in FY11.

**Central Contra Costa Transit Authority  
Advisory Committee  
Role and Function  
Approved June 16, 2001**

**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. Each member jurisdiction may also recommend an alternate 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, or an advocate for transit users in their communities.

**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 of collecting and reporting 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 of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

## ADA CERTIFICATION and RECERTIFICATION FY 2012

MONTH	FY 2012				FY 2011				FY 2012				FY 2011			
	Certified		Denied		Certified		Denied		Recertified		Denied		Recertified		Denied	
	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior
<b>JUL</b>	55	37	1	0	65	48	1	0	34	19	0	0	47	37	0	0
<b>AUG</b>	53	35	0	0	62	42	0	1	37	24	0	0	59	34	1	0
<b>SEPT</b>	63	51	0	0	61	46	0	0	29	17	0	0	54	34	0	0
<b>OCT</b>	53	37	1	0	53	38	0	0	36	22	0	0	52	31	0	0
<b>NOV</b>	48	34	0	0	69	39	0	0	35	17	0	0	47	28	0	0
<b>DEC</b>	42	29	0	0	60	34	0	0	28	21	0	0	37	28	0	0
<b>JAN</b>	49	35	0	0	51	36	1	1	31	21	0	0	46	34	0	0
<b>FEB</b>	66	50	0	0	70	49	0	0	39	27	0	0	33	17	1	0
<b>MAR</b>					64	51	0	0					57	40	0	0
<b>APR</b>					68	51	1	0					34	27	0	0
<b>MAY</b>					61	40	1	0					60	34	0	0
<b>JUN</b>					59	39	0	0					45	23	1	1
<b>TOTAL</b>	429	308	2	0	743	513	4	2	269	168	0	0	571	367	3	1

3,189 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)



**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
DECEMBER FY11/12**

<b>SUMMARY</b>	<b>DECEMBER FY 10/11</b>	<b>DECEMBER FY 11/12</b>	<b>YTD FY 10/11</b>	<b>YTD FY 11/12</b>
1 TOTAL CLIENTS	11,822	11,487	75,274	75,080
2 TOTAL ATTENDANTS	993	845	6,443	5,967
3 TOTAL COMPANIONS	69	60	369	461
4 TOTAL PASSENGERS	12,884	12,392	82,086	81,508
5 TOTAL SERVICE DAYS	30	30	182	179
6 VEHICLE REVENUE HOURS	6,736	6,332	41,222	39,682
7 VEHICLE SERVICE HOURS	8,294	7,907	50,164	48,586
8 VEHICLE NON REV HOURS	1,558	1,575	8,942	8,854
9 VEHICLE SERVICE MILES	125,787	118,740	780,647	755,201
10 VEHICLE REVENUE MILES	102,785	99,423	641,998	635,379
11 VEHICLE NON REV MILES	23,002	22,414	138,490	131,062
12 PASS. PER REVENUE HOUR	1.91	1.96	1.99	2.05
13 CLIENT PER REVENUE HOUR	1.76	1.81	1.83	1.89
14 PASS. PER SERVICE HOUR	1.55	1.57	1.64	1.68
15 PASS. PER SERVICE MILE	0.10	0.10	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	873	851	6,442	5,639
18 SAME DAY TRIPS	274	224	1,384	1,435
19 SUBSCRIPTION TRIPS	8,019	7,430	49,984	48,279
20 DEMAND	3,743	3,946	24,609	26,215
21 FAREBOX REVENUE	\$14,240.50	\$12,945.50	\$87,019.00	\$82,879.50
22 PREPAID CLIENTS	\$28,175.00	\$10,653.00	\$162,841.50	\$71,227.00
23 COLLECTED BILLING	\$12,378.00	\$46,114.30	\$42,937.00	\$179,692.30
24 TOTAL REVENUE COLLECTED	\$54,793.50	\$69,712.80	\$292,797.50	\$333,798.80
25 CHARGEABLE ACCIDENTS	0	1	0	3
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	1	0	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	19	15
30 DRIVER TURNOVER	0.0	0.0	2.9	4.9
31 SCHEDULE ADHERENCE	95%	92%	1	1
32 WHEELCHAIR BOARDING'S	3,224	3,034	19,916	20,092
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,019	10,785	N/A	N/A
35 UNDUPLICATED CLIENTS	1,066	1,142	N/A	N/A
36 NO-SHOWS	46	49	458	373
37 CANCELS	2,105	3,195	11,550	12,918
38 AVG. TRIP LENGTH (MILES)	9.8	9.6	9.5	9.3
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	17,832	17,616	109,561	108,884
42 FLEET M.P.G.	7.1	6.7	7.1	6.9

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
JANUARY FY11/12**

SUMMARY	JANUARY FY 10/11	JANUARY FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	12,162	11,850	87,436	86,930
2 TOTAL ATTENDANTS	896	766	7,339	6,733
3 TOTAL COMPANIONS	77	65	446	526
4 TOTAL PASSENGERS	13,135	12,681	95,221	94,189
5 TOTAL SERVICE DAYS	30	30	212	209
6 VEHICLE REVENUE HOURS	6,579.37	6,413	47,802	46,095
7 VEHICLE SERVICE HOURS	8,026.59	7,834	58,191	56,420
8 VEHICLE NON REV HOURS	1,447.23	1,421	10,389	10,275
9 VEHICLE SERVICE MILES	127,659	122,618	908,306	877,819
10 VEHICLE REVENUE MILES	105,600	100,691	747,598	736,070
11 VEHICLE NON REV MILES	22,059	22,414	160,549	153,476
12 PASS. PER REVENUE HOUR	2.00	1.98	1.99	2.04
13 CLIENT PER REVENUE HOUR	1.85	1.85	1.83	1.89
14 PASS. PER SERVICE HOUR	1.64	1.62	1.64	1.67
15 PASS. PER SERVICE MILE	0.10	0.10	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	962	992	7,404	6,631
18 SAME DAY TRIPS	253	217	1,637	1,652
19 SUBSCRIPTION TRIPS	8,386	7,905	58,370	56,184
20 DEMAND	3,684	3,838	28,293	30,053
21 FAREBOX REVENUE	\$13,771.50	\$12,276.00	\$100,790.00	\$95,155.50
22 PREPAID CLIENTS	\$1,360.00	\$8,943.00	\$164,201.50	\$80,170.00
23 COLLECTED BILLING	\$11,411.60	\$16,866.00	\$54,348.60	\$196,558.30
24 TOTAL REVENUE COLLECTED	\$26,543.10	\$38,085.00	\$319,340.10	\$371,883.80
25 CHARGEABLE ACCIDENTS	1	0	1	3
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	1	0	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	1	22	16
30 DRIVER TURNOVER	0.0	1.2	2.9	4.9
31 SCHEDULE ADHERENCE	95%	94%	96%	99%
32 WHEELCHAIR BOARDING'S	3,144	3,108	23,060	23,200
33 W/C LIFT AVAILABILITY	100%	100%	100%	100
34 REGISTERED CLIENTS	9,168	10,887	N/A	N/A
35 UNDUPLICATED CLIENTS	1,039	1,300	N/A	N/A
36 NO-SHOWS	65	48	523	421
37 CANCELS	1,723	2,939	13,273	15,857
38 AVG. TRIP LENGTH (MILES)	9.7	9.7	9.5	9.3
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	17,473	15,660	127,034	124,544
42 FLEET M.P.G.	7.3	7.8	7.2	7.0

## Operations Data Summary

### RAMP EVENTS BY ROUTE

*(sort by YTD Total - descending order)*

Route	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD Total
28	28	383	398	238	393	427	356						2,223
10	161	449	374	335	221	291	203						2,034
16	155	302	252	305	299	256	185						1,754
20	41	419	304	282	236	272	173						1,727
98X	2	177	175	222	231	222	202						1,231
4	103	160	151	141	145	115	145						960
35	406	98	61	102	67	124	92						950
15	204	164	177	85	83	84	102						899
21	274	105	115	129	64	92	46						825
9	26	166	97	99	116	151	153						808
14	35	116	89	152	153	126	119						790
17	339	74	73	47	47	42	68						690
18	90	130	143	92	90	78	56						679
11	240	31	63	108	60	74	71						647
1	74	84	139	92	71	77	79						616
314	128	84	32	70	36	55	40						445
6	10	40	116	68	76	22	55						387
25	84	45	39	50	33	45	58						354
316	69	31	20	84	25	64	50						343
36	52	26	91	55	54	46	12						336
96X	7	66	59	92	60	30	17						331
310	3	8	57	91	67	57	26						309
19	148	18	23	18	33	28	11						279
600's	0	50	47	36	29	22	14						198
301	147	0	4	5	6	21	14						197
320	30	20	17	39	17	34	14						171
311	15	12	26	10	17	17	53						150
5	15	50	24	9	10	22	16						146
7	0	52	20	14	7	23	3						119
97X	89	4	2	3	5	7	2						112
315	25	19	23	15	8	8	5						103
93X	1	14	16	23	14	10	15						93
95X	11	8	9	10	7	10	14						69
2	7	21	5	1	12	8	4						58
91X	17	9	8	0	9	0	0						43
321	6	4		18	8	4	0						40
92X	0	1	3	0	0	2	0						6
<b>Total</b>	<b>3,042</b>	<b>3,440</b>	<b>3,252</b>	<b>3,140</b>	<b>2,809</b>	<b>2,966</b>	<b>2,473</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21,122</b>

÷ 2 =	1,521	1,720	1,626	1,570	1,405	1,483	1,237	0	0	0	0	0	10,561
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NOTE: \* Data comes from Link Operators

\*\* These are seasonal routes

## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** January 20, 2012

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for December 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.

<u>Title</u>	<b>FY 2012</b>		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	244,632		
Average Weekday	10,549	11,376	
Pass/Rev Hour	14.2	15.7	FY11 Goal > 17.0
Missed Trips	0.15%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	28,693	31,759	FY11 Goal > 18,000

\* Based on Standards from updated SRTP

#### Analysis

Average weekday ridership is lower in December (10,549 passengers) from November (11,394 passengers). School vacations lowered student passenger count. Average ridership this year is slightly lower compared to December of last year (11,516 passengers). Productivity in December is lower to 14.2 passengers per hour from the November level of 15.1 passengers per hour.

The percentage of missed trips was higher in December (0.15%) as compared to the prior month (November = 0.08%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was equal to 28,693 miles in December which is higher than the prior month when we experienced 26,017 miles between roadcalls. The year to date average is 31,759 miles between roadcalls.

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
December 2011 - Fixed Route Boardings	244,465	Revenue Hours - December 11	17,178	Weekdays - December 11	21	<b>Fiscal 2012 YTD</b>	<b>1,580,476</b>
		December 10	16,985	December 10	21		
Bus Bridge	0	Revenue Miles - December 11	190,433	Saturdays - December 11	5	<b>Fiscal 2011 YTD</b>	<b>1,613,588</b>
Special Event	167	December 10	188,290	December 10	5		
				Sundays - December 11	4		
				December 10	4		
<b>December 2011 Total Boardings</b>	<b>244,632</b>	<b>Passengers per Mile</b>	<b>1.28</b>	<b>Total Days - 2011</b>	<b>30</b>	<b>YTD Trend</b>	<b>(2.1%)</b>
<b>December 2010 Total Boardings</b>	<b>262,012</b>	<b>Passengers per Hour</b>	<b>14.24</b>	<b>2010</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(6.6%)</b>

December 2011 Fixed Route Passenger Total						December 2011	December 2011
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,926			<b>6,926</b>	330	12.8
2	Rudgear / Walnut Creek	1,056			<b>1,056</b>	50	5.9
4	Walnut Creek Downtown Shuttle	19,304	2,505	1,725	<b>23,533</b>	919	25.7
4H **	Walnut Creek Extended Holiday Service	682	345	0	<b>1,027</b>	32	8.5
5	Creekside / Walnut Creek	1,444			<b>1,444</b>	69	7.1
6	Lafayette / Moraga / Orinda	7,646	577	327	<b>8,550</b>	364	11.8
7	Shadelands / Pleasant Hill / Walnut Creek	4,051			<b>4,051</b>	193	6.0
9	DVC / Walnut Creek	10,280			<b>10,280</b>	490	11.8
10	Concord / Clayton Rd	20,430			<b>20,430</b>	973	25.1
11	Treat Blvd / Oak Grove	5,963			<b>5,963</b>	284	16.0
14	Monument Blvd	11,899			<b>11,899</b>	567	14.4
15	Treat Boulevard	9,085			<b>9,085</b>	433	15.2
16	Alhambra Ave / Monument Blvd	13,305			<b>13,305</b>	634	12.2
17	Olivera/Solano / Salvio / North Concord	4,172			<b>4,172</b>	199	10.7
18	Amtrak / Merello / Pleasant Hill	7,902			<b>7,902</b>	376	12.1
19	Amtrak / Pacheco Blvd / Concord	2,502			<b>2,502</b>	119	8.6
20	DVC / Concord	21,848			<b>21,848</b>	1,040	23.2
21	Walnut Creek / San Ramon Transit Center	11,678			<b>11,678</b>	556	11.7
25	Lafayette / Walnut Creek	1,101			<b>1,101</b>	52	4.6
28	North Concord / Martinez	5,744			<b>5,744</b>	274	9.1
35	Dougherty Valley	6,764			<b>6,764</b>	322	9.9
36	San Ramon / Dublin	4,699			<b>4,699</b>	224	8.4
91X	Concord Commuter Express	721			<b>721</b>	34	9.6
92X	Ace Shuttle Express	3,160			<b>3,160</b>	150	18.1
93X	Kirker Pass Express	3,747			<b>3,747</b>	178	14.7
95X	San Ramon / Danville Express	3,423			<b>3,423</b>	163	16.1
96X	Bishop Ranch Express	9,155			<b>9,155</b>	436	14.0
97X	Bishop Ranch Express	1,738			<b>1,738</b>	83	8.2
98X	Martinez Express	6,633			<b>6,633</b>	316	12.0
250 *	Gael Rail Service	93	104	54	<b>251</b>	9	2.7
260 *	Cal State East Bay / Concord Bart	26			<b>26</b>	2	1.3
301	Rossmoor / John Muir Medical Center		368	172	<b>540</b>	0	6.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,944	1,234	<b>3,179</b>	0	26.0
311	Concord / Oak Grove / Treat Blvd / WC		1,078	667	<b>1,744</b>	0	12.8
314	Clayton Rd / Monument Blvd / PH		3,181	2,124	<b>5,304</b>	0	21.8
315	Concord / Willow Pass / Landana		384	231	<b>616</b>	0	10.3
316	Alhambra / Merello / Pleasant Hill		1,450	958	<b>2,408</b>	0	15.4
320	DVC / Concord		1,120	549	<b>1,669</b>	0	14.9
321	San Ramon / Walnut Creek		1,138	691	<b>1,828</b>	0	11.6
600's	Select Service	14,362			<b>14,362</b>	684	27.6
<b>TOTALS</b>		<b>221,539</b>	<b>14,193</b>	<b>8,733</b>	<b>244,465</b>	<b>10,549</b>	<b>14.2</b>

\* Data from Link    \*\* Seasonal Route

## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** February 16, 2012

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for January 2012

#### 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 2012			
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	258,371		
Average Weekday	11,311	11,367	
Pass/Rev Hour	14.8	15.6	FY11 Goal > 17.0
Missed Trips	0.09%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	38,276	31,797	FY11 Goal > 18,000

\* Based on Standards from updated SRTP

#### Analysis

Average weekday ridership is higher in January (11,311 passengers) from December (10,549 passengers). Average ridership this year is slightly lower compared to January of last year (11,860 passengers). Productivity in January is slightly higher to 14.8 passengers per hour from the December level of 14.2 passengers per hour.

The percentage of missed trips was lower in January (0.09%) as compared to the prior month (December = 0.15%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was equal to 38,276 miles in January which is higher than the prior month when we experienced 28,693 miles between roadcalls. The year to date average is 31,797 miles between roadcalls.

**MONTHLY BOARDINGS**  
**Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
January 2012 - Fixed Route Boardings	258,371	Revenue Hours -	January 12	17,455	Weekdays -	January 12	21	<b>Fiscal 2012 YTD</b>	<b>1,838,847</b>
			January 11	17,430		January 11	21		
Bus Bridge		Revenue Miles -	January 12	194,499	Saturdays -	January 12	4	<b>Fiscal 2011 YTD</b>	<b>1,883,211</b>
Special Event			January 11	192,530		January 11	5		
					Sundays -	January 12	5		
						January 11	4		
<b>January 2012 Total Boardings</b>	<b>258,371</b>	<b>Passengers per Mile</b>		<b>1</b>	<b>Total Days - 2011</b>	<b>30</b>		<b>YTD Trend</b>	<b>(2.4%)</b>
<b>December 2010 Total Boardings</b>	<b>269,623</b>	<b>Passengers per Hour</b>		<b>15</b>	<b>2010</b>	<b>30</b>		<b>Monthly Trend</b>	<b>(4.2%)</b>

January 2012 Fixed Route Passenger Total						January 2012	January 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,426			<b>7,426</b>	354	13.6
2	Rudgear / Walnut Creek	1,179			<b>1,179</b>	56	6.3
4	Walnut Creek Downtown Shuttle	18,246	2,223	2,004	<b>22,474</b>	869	24.5
5	Creekside / Walnut Creek	976			<b>976</b>	46	4.6
6	Lafayette / Moraga / Orinda	9,560	591	454	<b>10,605</b>	455	14.7
7	Shadelands / Pleasant Hill / Walnut Creek	4,844			<b>4,844</b>	231	7.2
9	DVC / Walnut Creek	10,892			<b>10,892</b>	519	12.5
10	Concord / Clayton Rd	19,495			<b>19,495</b>	928	24.0
11	Treat Blvd / Oak Grove	6,246			<b>6,246</b>	297	16.7
14	Monument Blvd	12,517			<b>12,517</b>	596	15.1
15	Treat Boulevard	9,795			<b>9,795</b>	466	16.4
16	Alhambra Ave / Monument Blvd	13,882			<b>13,882</b>	661	12.7
17	Olivera/Solano / Salvio / North Concord	4,128			<b>4,128</b>	197	10.6
18	Amtrak / Merello / Pleasant Hill	8,387			<b>8,387</b>	399	12.8
19	Amtrak / Pacheco Blvd / Concord	2,854			<b>2,854</b>	136	9.8
20	DVC / Concord	19,995			<b>19,995</b>	952	20.5
21	Walnut Creek / San Ramon Transit Center	13,134			<b>13,134</b>	625	12.9
25	Lafayette / Walnut Creek	1,196			<b>1,196</b>	57	5.0
28	North Concord / Martinez	6,224			<b>6,224</b>	296	9.8
35	Dougherty Valley	7,417			<b>7,417</b>	353	10.9
36	San Ramon / Dublin	4,985			<b>4,985</b>	237	8.9
91X	Concord Commuter Express	640			<b>640</b>	30	8.4
92X	Ace Shuttle Express	3,834			<b>3,834</b>	183	22.0
93X	Kirker Pass Express	4,253			<b>4,253</b>	203	16.7
95X	San Ramon / Danville Express	3,540			<b>3,540</b>	169	16.7
96X	Bishop Ranch Express	10,453			<b>10,453</b>	498	15.7
97X	Bishop Ranch Express	1,792			<b>1,792</b>	85	8.7
98X	Martinez Express	6,877			<b>6,877</b>	327	12.3
250 *	Gael Rail Service	97	130	106	<b>333</b>	12	3.9
260 *	Cal State East Bay / Concord Bart	91			<b>91</b>	7	1.8
301	Rossmoor / John Muir Medical Center		319	277	<b>596</b>	0	7.4
310	Concord Bart / Clayton Rd / Kirker Pass		1,581	1,435	<b>3,016</b>	0	24.9
311	Concord / Oak Grove / Treat Blvd / WC		921	745	<b>1,666</b>	0	12.2
314	Clayton Rd / Monument Blvd / PH		2,242	2,060	<b>4,302</b>	0	17.6
315	Concord / Willow Pass / Landana		253	156	<b>409</b>	0	6.8
316	Alhambra / Merello / Pleasant Hill		1,037	1,041	<b>2,078</b>	0	13.3
320	DVC / Concord		836	691	<b>1,527</b>	0	13.8
321	San Ramon / Walnut Creek		925	809	<b>1,735</b>	0	11.0
600's	Select Service	22,578			<b>22,578</b>	1,075	27.4
<b>TOTALS</b>		<b>237,534</b>	<b>11,058</b>	<b>9,779</b>	<b>258,371</b>	<b>11,311</b>	<b>14.8</b>

\* Data from Link      \*\* Seasonal Route

## Route Description Summary

Route #	Description
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
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
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
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
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
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio 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
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	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, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut 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 Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
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
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
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
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
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	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
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



## Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
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 Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah 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
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 Diablo 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

## Route Description Summary

Route #	Description
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin

**FY11 Web Use Statistics**

	July	August	Sept.	Oct.	Nov	Dec.	Jan	Feb	March	April	May	June
Total Visitors				26,931	24,448	25,499	29,181	23,344	29,519	27,952	30,417	30,898
Unique Visitors				14,950	13,758	13,576	15,275	13,093	15,790	15,033	16,167	17,147
% New Visitor				45.72	43.91	41.75	41.26	40.59	40.33	41.04	39.65	42.29
Pages/Visit				3.77	3.59	3.57	3.56	3.32	3.15	3.15	3.05	3.23
Avg. Time				3:31	3:59	3:17	3:27	3:17	3:17	3:28	2:58	3:21
Mobile Device				4,601	4,598	5,094	6,075	6,109	7,112	6,802	7,656	7,713

**FY12 Web Use Statistics**

	July	August	Sept.	Oct.	Nov	Dec.	Jan	Feb	March	April	May	June
Total Visitors	29,970	40,496	36,252	33,885	31,931	31,896	37,182	34,209				
Unique Visitors	16,195	21,143	19,225	18,246	16,888	17,056	19,035	17,943				
% New Visitor	42.28	40.99	40.88	39.75	40.2	40.58	39.13	37.94				
Pages/Visit	3.13	3.19	3.06	2.97	2.93	2.89	3.11	2.99				
Avg. Time	3:13	3:14	3:00	2:57	2:59	2:52	3:01	2:51				
Mobile Device	7,929	10,640	10,772	10,746	10,374	11,397	14,157	13,728				

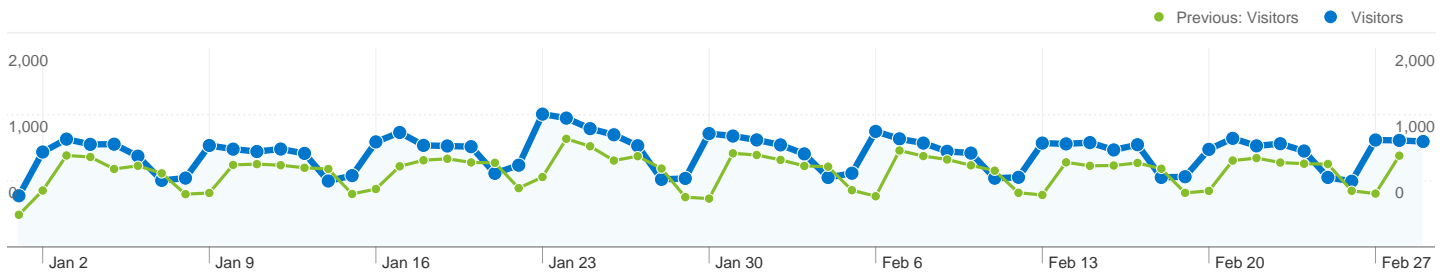
**TERMS**

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.

Mobile Devices – Total number of visitors accessing the website using a mobile devise.



## 33,386 people visited this site

 **71,391 Visits**

Previous: 55,954 (27.59%)

 **33,386 Absolute Unique Visitors**

Previous: 27,054 (23.41%)

 **218,171 Pageviews**


Previous: 192,043 (13.61%)

 **3.06 Average Pageviews**


Previous: 3.43 (-10.96%)

 **00:02:56 Time on Site**

Previous: 00:03:23 (-13.18%)

 **37.12% Bounce Rate**

Previous: 31.06% (19.50%)

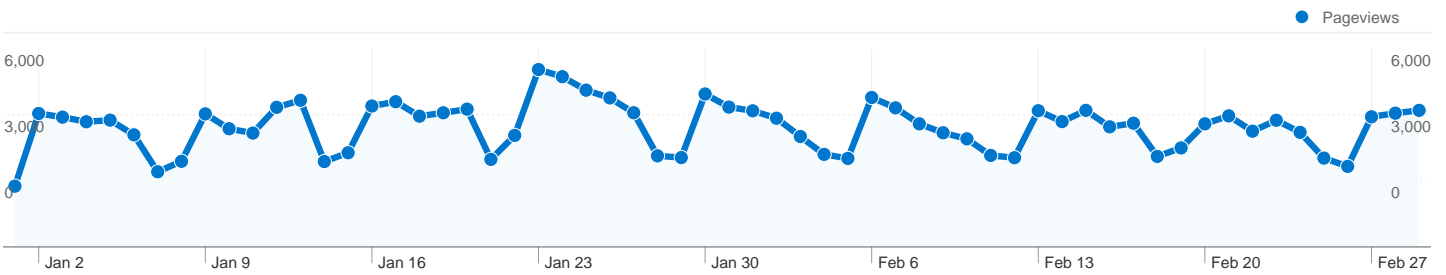
 **38.56% New Visits**

Previous: 40.89% (-5.71%)

## Technical Profile

Browser	Visits	% visits
<b>Safari</b>		
Jan 1, 2012 - Feb 29, 2012	22,576	31.62%
Jan 1, 2011 - Feb 28, 2011	18,867	33.72%
% Change	19.66%	-6.22%
<b>Internet Explorer</b>		
Jan 1, 2012 - Feb 29, 2012	16,835	23.58%
Jan 1, 2011 - Feb 28, 2011	19,357	34.59%
% Change	-13.03%	-31.83%

Android Browser		
Jan 1, 2012 - Feb 29, 2012	11,715	16.41%
Jan 1, 2011 - Feb 28, 2011	0	0.00%
% Change	100.00%	100.00%
Firefox		
Jan 1, 2012 - Feb 29, 2012	9,346	13.09%
Jan 1, 2011 - Feb 28, 2011	10,382	18.55%
% Change	-9.98%	-29.44%
Chrome		
Jan 1, 2012 - Feb 29, 2012	9,333	13.07%
Jan 1, 2011 - Feb 28, 2011	5,515	9.86%
% Change	69.23%	32.64%



**2,023 pages were viewed a total of 218,171 times**

**Content Performance**

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
/	54,433	35,656	00:01:03	23.51%	23.32%	\$0.00
/maps-schedules/	24,929	15,781	00:00:56	17.10%	17.17%	\$0.00
/mobile-schedules/	10,953	6,508	00:00:46	17.62%	11.37%	\$0.00
/fares/	7,484	5,337	00:01:18	43.83%	26.87%	\$0.00
/schedule/6/	6,843	6,027	00:04:19	85.95%	77.44%	\$0.00
/schedule/18/	5,348	4,249	00:02:11	72.33%	47.03%	\$0.00
/schedule/9/	5,092	4,087	00:02:23	70.26%	48.11%	\$0.00
/schedule/20/	4,515	3,717	00:02:28	77.09%	52.76%	\$0.00
/schedule/16/	4,227	3,358	00:02:17	71.10%	46.51%	\$0.00
/schedule/98X/	4,108	3,292	00:03:13	74.94%	53.41%	\$0.00
/schedule/21/	3,694	2,944	00:02:17	67.26%	48.70%	\$0.00
/schedule/14/	3,464	2,792	00:02:58	66.79%	48.41%	\$0.00
/schedule/10/	3,319	2,658	00:02:24	76.15%	52.40%	\$0.00
/schedule/15/	3,316	2,685	00:02:36	71.31%	48.79%	\$0.00
/how-to-ride/	3,300	2,469	00:00:37	25.61%	9.24%	\$0.00
/schedule/35/	2,798	2,159	00:02:54	73.04%	51.22%	\$0.00
/schedule/11/	2,769	2,225	00:01:55	67.32%	37.59%	\$0.00
/schedule/28/	2,764	2,254	00:02:24	84.22%	53.15%	\$0.00
/schedule/4/	2,643	2,141	00:02:44	74.75%	63.03%	\$0.00
/schedule/316/	2,463	1,984	00:02:32	74.44%	48.23%	\$0.00
/driver-login/	2,363	1,276	00:02:28	21.65%	50.19%	\$0.00

/schedule/314/	<b>2,154</b>	1,749	00:02:26	68.99%	49.72%	\$0.00
/about/	<b>2,131</b>	1,636	00:00:45	31.68%	13.28%	\$0.00
/schedule/7/	<b>2,118</b>	1,680	00:02:33	81.34%	47.83%	\$0.00
/schedule/96X/	<b>2,032</b>	1,590	00:02:04	74.69%	45.67%	\$0.00
/schedule/1/	<b>1,780</b>	1,321	00:02:03	60.66%	37.19%	\$0.00
/schedule/320/	<b>1,690</b>	1,399	00:01:51	85.30%	47.51%	\$0.00
/news/	<b>1,652</b>	1,167	00:00:37	51.55%	15.44%	\$0.00
/schedule/36/	<b>1,546</b>	1,185	00:02:09	62.90%	37.39%	\$0.00
/schedule/321/	<b>1,519</b>	1,233	00:02:22	70.18%	52.14%	\$0.00
/schedule/19/	<b>1,515</b>	1,150	00:01:38	61.95%	28.25%	\$0.00
/schedule/95X/	<b>1,487</b>	1,148	00:01:29	69.06%	32.41%	\$0.00
/schedule/310/	<b>1,450</b>	1,185	00:02:17	80.89%	54.34%	\$0.00
/schedule/17/	<b>1,434</b>	1,190	00:01:58	80.93%	45.40%	\$0.00
/schedule/311/	<b>1,387</b>	1,111	00:02:03	77.23%	42.25%	\$0.00
/schedule/93X/	<b>1,305</b>	976	00:02:18	77.07%	44.90%	\$0.00
/link/	<b>1,238</b>	974	00:00:51	39.93%	24.56%	\$0.00
/fares/where-to-buy/	<b>1,175</b>	844	00:01:47	67.35%	34.98%	\$0.00
/maps-schedules/school-routes-for-concordpleasant-hillwalnut-creek/	<b>957</b>	526	00:01:26	54.76%	19.64%	\$0.00
/schedule/5/	<b>934</b>	763	00:01:55	65.12%	39.94%	\$0.00
/schedule/2/	<b>927</b>	771	00:01:53	75.40%	46.28%	\$0.00
/fares/clipper-card/	<b>902</b>	751	00:00:57	53.70%	25.06%	\$0.00
/schedule/97X/	<b>876</b>	666	00:02:02	60.65%	34.47%	\$0.00
/how-to-ride/paying-your-fare/	<b>791</b>	647	00:01:32	56.86%	18.96%	\$0.00
/schedule/250/	<b>708</b>	621	00:01:52	65.66%	56.50%	\$0.00
/maps-schedules/school-routes-for-lafayettetemoragaorinda/	<b>707</b>	450	00:01:48	63.64%	36.21%	\$0.00
/about/jobs/	<b>664</b>	528	00:00:37	75.16%	50.00%	\$0.00
/schedule/92X/	<b>662</b>	524	00:01:35	69.64%	34.89%	\$0.00
/maps-schedules/school-routes-for-danvillesan-ramon/	<b>656</b>	355	00:01:24	29.03%	22.71%	\$0.00
/schedule/25/	<b>619</b>	485	00:01:47	68.89%	32.79%	\$0.00

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