

The County Connection

Advisory Committee

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

Friday, July 13, 2012

9:30 AM – 12:00 PM

Agenda

1. Call to Order – Roll Call
2. Agenda Approval*
3. Approval of Minutes of May 11, 2012 meeting*
4. Public Comment
5. ADA – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports* – April and May 2012
 - c. Ramp Events- April and May 2012 *
6. Fixed Route - Monthly Reports
 - a. Fixed Route Ridership Report – April and May 2012.*
 - b. Driver Appreciation Winners: June - Monroe Woodard, and July 2012- Jeff Marquez
 - c. Fixed-Route Customer Service Reports – May and June 2012
 - d. Website User Information- May and June 2012*
7. Upcoming Agenda Suggestions
8. Committee Member Communications
 - a. Committee contact information
9. Adjournment – Next meeting – September 14, 2012

*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 burdick@cccta.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.

The County Connection

Advisory Committee

Summary Minutes

Meeting of May 11, 2012

The meeting was called to order at 9:35 AM.

Members present were David Lloyd, Maureen Murphy, Eileen Vonk, and David Libby.

Staff present: Mary Burdick (CCCTA), Kathy Casenave (CCCTA Finance), Laramie Bowron (CCCTA Planning), and Ryan Hiatt from LINK.

Guest present: Ralph Hoffman

Approval of Agenda

The agenda was approved.

Approval of the Minutes of March 9, 2012

The minutes were approved.

Public Comment

Ralph Hoffman introduced himself as a member of the Contra Costa Council on Aging who is active on their senior mobility action commission and the senior housing working groups.

Election of Officers

Eileen Vonk was elected to serve as the Chair and Maureen Murphy will serve as the Vice Chair for FY2013.

FY 2013 Budget

Kathy Casenave presented the final operations and capital budget that was recently approved by the A&F Committee, and will be forwarded to the Board of Directors in May. Ms. Casenave provided a brief background on the service cuts and wage/hiring freeze that have taken place over the past several years in response to the loss of operating capital. She explained that state and local sales tax revenue is the primary source of funds for operating fixed-route and paratransit services. While sales tax revenues have been slowly increasing, the price of diesel fuel is increasing as well. However, the budget approved by the A&F is a balanced budget, and the 10-Year Forecast indicates an ability to operate at current service levels for each of the years as long as the current revenue generation projections hold true. The total operating budget is \$32,679,423, and the total capital budget is \$6,465,753.

The Committee thanked Ms. Casenave for the thorough report and made no recommendations.

Short Range Transit Plan-Operations Plan

Laramie Bowron presented the Operations Plan chapter which focuses on fixed-route and paratransit performance, and highlights the service cuts and route realignments that took place. Additionally, both short term and long term planning projects are discussed. Long term projects that will have the biggest impact on service include changes include the Norris Canyon/I-680 off-ramps, the Walnut Creek Transit Village at Walnut Creek BART, and proposed changes at the Broadway Plaza in Walnut Creek.

At the request of MTC a new section is included in the Operations Plan that outlines operator coordination. This section outlines coordination efforts with Benicia Breeze/SolTrans, Tri Delta Transit, Fairfield/Suisun Transit, Wheels, and WestCAT Transit services.

Eileen Vonk reported that she gets requests that we put some service back on Rt. 15 to serve the Concord Senior Center.

Mobility Management Project

Mr. Bowron reported that the contract is on track building the network of all entities that provide transportation to seniors/disable patrons, and are including private carriers, for profit carriers and community based organizations. CCCTA planning staff will visit their office within the next week to review a project they managed in Sacramento.

The contractor remains on track to complete the project by the end of the year.

FY2013 Final Draft Marketing Plan

Mary Burdick distributed the final draft marketing plan intended to guide the department activities in the year fiscal year. The primary focus of all messaging will center on the introduction of the real time Bus Tracker. The promotions budget has increased from \$104,000 in the current year to \$180,000. The additional funds will enable CCCTA to market the benefits of real time Bus Tracker to non-users with the goal of increasing system ridership.

The Committee made no further recommendations.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for March and April 2012 were reviewed. Ms. Burdick provided a five year history which indicates a significant drop in certifications between fiscal years 2009 and 2010, and reported that these are trends that are being followed by operators, as the decline is contrary to projections assumed with the increase in the aging population.
- B. LINK monthly operating reports for February and March 2012 were reviewed. Members questioned the YTD figures in Collected Billing and Total Revenue Collected (Rows 23 and 24) columns. Mr. Hiatt thought this was a formula error and said he would investigate and correct for future reports.
- C. Ramp Events recorded on the fixed-route system for the Feb. and March time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for Dec. 2011 and Jan. 2012 were reviewed without comment.
- B. Driver Appreciation Winners – Ms. Burdick reported that Oswaldo Fajardo was the December winner, and Monroe Woodard was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented for March and April 2012. There were 131 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 10 commendations. Total number of telephone calls for this period was 12,339.
- D. CCCTA Website User Information - Staff provided user statistics for March and April 2012 time that 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. The Committee expressed interest in seeing a report that outlines the top pages users are accessing.

Adjournment

The meeting was adjourned at 11:50 AM.

The next meeting was scheduled for Friday, July 13, 2012 at 9:30 AM.

Mary Burdick, Manager of Marketing/Public Relations

Date

**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
JUL	55	37	1	0	65	48	1	0	34	19	0	0	47	37	0	0
AUG	53	35	0	0	62	42	0	1	37	24	0	0	59	34	1	0
SEPT	63	51	0	0	61	46	0	0	29	17	0	0	54	34	0	0
OCT	53	37	1	0	53	38	0	0	36	22	0	0	52	31	0	0
NOV	48	34	0	0	69	39	0	0	35	17	0	0	47	28	0	0
DEC	42	29	0	0	60	34	0	0	28	21	0	0	37	28	0	0
JAN	49	35	0	0	51	36	1	1	31	21	0	0	46	34	0	0
FEB	66	50	0	0	70	49	0	0	39	27	0	0	33	17	1	0
MAR	56	42	0	0	64	51	0	0	51	36	0	0	57	40	0	0
APR	60	36	0	0	68	51	1	0	36	22	0	0	34	27	0	0
MAY	61	42	1	0	61	40	1	0	38	22	0	0	60	34	0	0
JUN	78	44	0	0	59	39	0	0	30	14	0	0	45	23	1	1
TOTAL	684	472	3	0	743	513	4	2	424	262	0	0	571	367	3	1

3,149 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

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

SUMMARY	APRIL FY 10/11	APRIL FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	12,904	12,008	126,196	123,306
2 TOTAL ATTENDANTS	1,219	788	10,400	9,128
3 TOTAL COMPANIONS	78	80	718	773
4 TOTAL PASSENGERS	14,201	12,876	137,314	133,207
5 TOTAL SERVICE DAYS	30	30	301	298
6 VEHICLE REVENUE HOURS	6,401	6,111	67,674	64,703
7 VEHICLE SERVICE HOURS	7,946	7,623	82,696	79,533
8 VEHICLE NON REV HOURS	1,545	1,512	15,023	14,779
9 VEHICLE SERVICE MILES	128,077	117,874	1,296,566	1,232,979
10 VEHICLE REVENUE MILES	106,811	98,866	1,069,257	1,034,988
11 VEHICLE NON REV MILES	21,266	22,390	227,110	219,688
12 PASS. PER REVENUE HOUR	2.22	2.11	2.03	2.06
13 CLIENT PER REVENUE HOUR	2.02	1.96	1.86	1.91
14 PASS. PER SERVICE HOUR	1.79	1.69	1.66	1.67
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	934	966	9,447	9,558
18 SAME DAY TRIPS	252	153	2,091	2,198
19 SUBSCRIPTION TRIPS	8,762	7,864	76,705	79,960
20 DEMAND	4,061	4,026	36,630	42,315
21 FAREBOX REVENUE	\$14,161.50	\$12,372.19	\$143,898.50	\$133,229.38
22 PREPAID CLIENTS	\$27,359.19	\$10,727.00	\$257,786.19	\$110,862.00
23 COLLECTED BILLING	\$6,672.00	\$17,330.00	\$74,988.60	\$252,510.30
24 TOTAL REVENUE COLLECTED	\$48,192.69	\$40,429.19	\$476,673.29	\$496,601.68
25 CHARGEABLE ACCIDENTS	0	0	2	4
26 SERVICE COMPLAINTS	1	0	1	3
27 SERVICE COMMENDATIONS	0	0	0	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	27	22
30 DRIVER TURNOVER	0.0	0.0	2.08	4.9
31 SCHEDULE ADHERENCE	94%	95%	95%	94%
32 WHEELCHAIR BOARDING'S	3,256	3,123	32,720	32,649
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,304	13,772	N/A	N/A
35 UNDUPLICATED CLIENTS	1,104	1,132	N/A	N/A
36 NO-SHOWS	46	52	664	581
37 CANCELS	1,856	3,207	18,599	25,119
38 AVG. TRIP LENGTH (MILES)	9.0	9.2	9.4	9.3
39 AVG. SM BUSES IN SERVICE	5	3	5	NA
40 AVG. BUSES IN SERVICE	48	48	48	NA
41 TOTAL FUEL/GALLONS	18,163	16,021	180,279	173,120
42 FLEET M.P.G.	7.1	7.4	7.2	7.1

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

SUMMARY	MAY FY 10/11	MAY FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	12,991	12,919	139,187	136,225
2 TOTAL ATTENDANTS	1,043	884	11,443	10,012
3 TOTAL COMPANIONS	90	81	808	854
4 TOTAL PASSENGERS	14,124	13,884	151,438	147,091
5 TOTAL SERVICE DAYS	31	31	332	329
6 VEHICLE REVENUE HOURS	6,590	6,424	74,264	71,127
7 VEHICLE SERVICE HOURS	8,127	7,890	90,823	87,423
8 VEHICLE NON REV HOURS	1,538	1,466	16,561	16,245
9 VEHICLE SERVICE MILES	138,704	125,349	1,435,270	1,358,328
10 VEHICLE REVENUE MILES	116,720	106,290	1,185,977	1,141,278
11 VEHICLE NON REV MILES	21,984	22,848	249,094	242,536
12 PASS. PER REVENUE HOUR	2.14	2.16	2.04	2.07
13 CLIENT PER REVENUE HOUR	1.97	2.01	1.87	1.92
14 PASS. PER SERVICE HOUR	1.74	1.76	1.67	1.68
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	945	1,119	10,392	10,677
18 SAME DAY TRIPS	220	245	2,311	2,443
19 SUBSCRIPTION TRIPS	8,962	8,398	85,667	88,358
20 DEMAND	3,962	4,392	40,592	46,707
21 FAREBOX REVENUE	\$14,417.50	\$11,778.17	\$158,316.50	\$145,007.55
22 PREPAID CLIENTS	\$29,246.50	\$21,113.50	\$287,032.50	\$131,975.50
23 COLLECTED BILLING	\$502.00	\$24,630.00	\$75,491.00	\$277,140.30
24 TOTAL REVENUE COLLECTED	\$44,166.00	\$57,521.67	\$520,840.00	\$554,123.35
25 CHARGEABLE ACCIDENTS	0	0	2	4
26 SERVICE COMPLAINTS	1	0	2	3
27 SERVICE COMMENDATIONS	2	0	2	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	2	31	24
30 DRIVER TURNOVER	0.0	0.0	2.08	4.9
31 SCHEDULE ADHERENCE	94%	93.4%	95%	99%
32 WHEELCHAIR BOARDING'S	3,237	3,329	35,957	35,978
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,937	15,078	N/A	N/A
35 UNDUPLICATED CLIENTS	1,087	1,190	N/A	N/A
36 NO-SHOWS	50	62	714	591
37 CANCELS	1,833	3,257	20,432	28,376
38 AVG. TRIP LENGTH (MILES)	9.8	9.0	9.5	9.2
39 AVG. SM BUSES IN SERVICE	5	3	5	NA
40 AVG. BUSES IN SERVICE	48	48	48	NA
41 TOTAL FUEL/GALLONS	17,133	17,927	197,412	191,046
42 FLEET M.P.G.	6.8	7.0	6.0	7.1

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2012 - Fixed Route Boardings	258,198	Revenue Hours - April 12	17,602	Weekdays - April 12	21	Fiscal 2012 YTD	2,648,761
Bus Bridge		April 11	17,344	April 11	21		
Special Event		Revenue Miles - April 12	195,428	Saturdays - April 12	4	Fiscal 2011 YTD	2,734,078
		April 11	189,870	April 11	5		
				Sundays - April 12	5		
				April 11	4		
April 2012 Total Boardings	258,198	Passengers per Mile	1.3	Total Days - 2012	30	YTD Trend	(3.1%)
April 2011 Total Boardings	281,454	Passengers per Hour	14.67	2011	30	Monthly Trend	(8.3%)

April 2012 Fixed Route Passenger Total						April 2012	April 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,906			7,906	376	14.6
2	Rudgear / Walnut Creek	1,239			1,239	59	6.6
4	Walnut Creek Downtown Shuttle	17,879	2,884	2,562	23,324	851	25.4
5	Creekside / Walnut Creek	1,000			1,000	48	4.8
6	Lafayette / Moraga / Orinda	8,714	485	396	9,595	415	13.3
7	Shadelands / Pleasant Hill / Walnut Creek	4,833			4,833	230	7.2
9	DVC / Walnut Creek	10,954			10,954	522	12.6
10	Concord / Clayton Rd	20,054			20,054	955	24.7
11	Treat Blvd / Oak Grove	6,101			6,101	291	16.3
14	Monument Blvd	12,599			12,599	600	15.2
15	Treat Boulevard	9,428			9,428	449	15.7
16	Alhambra Ave / Monument Blvd	14,384			14,384	685	13.2
17	Olivera/Solano / Salvio / North Concord	4,315			4,315	205	11.1
18	Amtrak / Merello / Pleasant Hill	8,627			8,627	411	13.2
19	Amtrak / Pacheco Blvd / Concord	2,789			2,789	133	9.6
20	DVC / Concord	22,639			22,639	1,078	23.2
21	Walnut Creek / San Ramon Transit Center	12,003			12,003	572	11.7
25	Lafayette / Walnut Creek	1,213			1,213	58	5.0
28	North Concord / Martinez	4,187			4,187	199	6.6
35	Dougherty Valley	6,336			6,336	302	9.3
36	San Ramon / Dublin	4,906			4,906	234	8.8
91X	Concord Commuter Express	713			713	34	9.5
92X	Ace Shuttle Express	3,120			3,120	149	17.9
93X	Kirker Pass Express	4,403			4,403	210	17.3
95X	San Ramon / Danville Express	3,817			3,817	182	18.1
96X	Bishop Ranch Express	10,105			10,105	481	15.4
97X	Bishop Ranch Express	2,087			2,087	99	10.1
98X	Martinez Express	7,097			7,097	338	12.7
250 *	Gael Rail Service	117	141	83	341	12	2.2
260 *	Cal State East Bay / Concord Bart	82			82	6	1.3
301	Rossmoor / John Muir Medical Center		284	241	524	0	6.5
310	Concord Bart / Clayton Rd / Kirker Pass		1,493	1,404	2,897	0	23.8
311	Concord / Oak Grove / Treat Blvd / WC		940	865	1,806	0	13.2
314	Clayton Rd / Monument Blvd / PH		2,607	2,231	4,838	0	19.7
315	Concord / Willow Pass / Landana		232	196	428	0	7.1
316	Alhambra / Merello / Pleasant Hill		1,296	1,037	2,333	0	14.9
320	DVC / Concord		961	701	1,661	0	14.2
321	San Ramon / Walnut Creek		962	790	1,753	0	11.1
600's	Select Service	21,758			21,758	1,036	24.4
TOTALS		235,407	12,285	10,506	258,198	11,210	14.7

* Data from Link ** Seasonal Route

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
May 2012 - Fixed Route Boardings	279,127	Revenue Hours -	May 12	18,067	Weekdays -	May 12	22	Fiscal 2012 YTD	2,927,888
			May 11	17,485		May 11	21		
Bus Bridge		Revenue Miles -	May 12	201,819	Saturdays -	May 12	4	Fiscal 2011 YTD	3,032,607
Special Event			May 11	186,497		May 11	4		
					Sundays -	May 12	4		
			May 11			May 11	5		
May 2012 Total Boardings	279,127	Passengers per Mile		1.4	Total Days - 2012	30		YTD Trend	(3.5%)
May 2011 Total Boardings	298,529	Passengers per Hour		15.45	2011	30		Monthly Trend	(6.5%)

May 2012 Fixed Route Passenger Total						May 2012	May 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,020			8,020	365	14.1
2	Rudgear / Walnut Creek	1,326			1,326	60	6.8
4	Walnut Creek Downtown Shuttle	18,714	1,714	1,253	21,681	851	23.2
5	Creekside / Walnut Creek	1,111			1,111	51	5.1
6	Lafayette / Moraga / Orinda	9,160	491	394	10,045	416	13.5
7	Shadelands / Pleasant Hill / Walnut Creek	5,530			5,530	251	7.8
9	DVC / Walnut Creek	12,105			12,105	550	13.3
10	Concord / Clayton Rd	22,349			22,349	1,016	26.2
11	Treat Blvd / Oak Grove	6,655			6,655	303	17.0
14	Monument Blvd	13,624			13,624	619	15.7
15	Treat Boulevard	10,831			10,831	492	17.3
16	Alhambra Ave / Monument Blvd	16,008			16,008	728	14.0
17	Olivera/Solano / Salvio / North Concord	5,146			5,146	234	12.6
18	Amtrak / Merello / Pleasant Hill	9,994			9,994	454	14.6
19	Amtrak / Pacheco Blvd / Concord	3,022			3,022	137	9.9
20	DVC / Concord	24,113			24,113	1,096	23.6
21	Walnut Creek / San Ramon Transit Center	13,483			13,483	613	12.6
25	Lafayette / Walnut Creek	1,430			1,430	65	5.7
28	North Concord / Martinez	5,504			5,504	250	8.3
35	Dougherty Valley	7,968			7,968	362	11.2
36	San Ramon / Dublin	5,390			5,390	245	9.2
91X	Concord Commuter Express	913			913	41	11.4
92X	Ace Shuttle Express	3,115			3,115	142	17.1
93X	Kirker Pass Express	4,883			4,883	222	18.3
95X	San Ramon / Danville Express	4,188			4,188	190	18.9
96X	Bishop Ranch Express	10,568			10,568	480	15.4
97X	Bishop Ranch Express	2,040			2,040	93	9.4
98X	Martinez Express	7,623			7,623	347	13.1
250 *	Gael Rail Service	103	89	46	238	17	4.7
260 *	Cal State East Bay / Concord Bart	113			113	6	1.7
301	Rossmoor / John Muir Medical Center		273	220	493	0	6.9
310	Concord Bart / Clayton Rd / Kirker Pass		1,651	1,306	2,957	0	27.5
311	Concord / Oak Grove / Treat Blvd / WC		948	662	1,610	0	13.3
314	Clayton Rd / Monument Blvd / PH		2,542	1,739	4,281	0	19.6
315	Concord / Willow Pass / Landana		309	181	490	0	9.2
316	Alhambra / Merello / Pleasant Hill		1,406	796	2,202	0	15.9
320	DVC / Concord		849	609	1,458	0	14.7
321	San Ramon / Walnut Creek		984	795	1,779	0	12.8
600's	Select Service	24,842			24,842	1,129	27.9
TOTALS		259,869	11,257	8,001	279,127	11,812	15.4

* Data from Link ** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: May 17, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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.

<u>Title</u>	FY 2012		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	258,198		
Average Weekday	11,210	11,448	
Pass/Rev Hour	14.7	15.5	FY11 Goal > 17.0
Missed Trips	0.03%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	66,788	31,514	FY11 Goal > 18,000

* Based on Standards from updated SRTP

Analysis

Average weekday ridership is lower in April (11,210 passengers) from March (11,867 passengers). Average ridership this year is the same compared to April of last year (11,211 passengers). Productivity in April is slightly lower to 14.7 passengers per hour from the February level of 15.5 passengers per hour.

The percentage of missed trips in April is (0.03%) as compared to the prior month (March = 0.15%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was equal to 66,788 miles in April which is higher than the prior month when we experienced 28,1165 miles between roadcalls. The year to date average is 31,514 miles between roadcalls.

Agenda Item 7.a

TO: O&S Committee

DATE: June 18, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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	279,127		
Average Weekday	11,812	11,481	
Pass/Rev Hour	15.4	15.5	FY11 Goal > 17.0
Missed Trips	0.07%	0.09%	FY11 Goal < 0.25%
Miles between Road Calls	39,758	31,619	FY11 Goal > 18,000

* Based on Standards from updated SRTP

Analysis

Average weekday ridership is higher in May (11,812 passengers) from April (11,210 passengers). Average ridership this year is lower compared to May of last year (13,095 passengers). Productivity in May is slightly higher to 15.4 passengers per hour from the April level of 14.7 passengers per hour.

The percentage of missed trips in May is (0.07%) as compared to the prior month (April = 0.03%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was equal to 39,758 miles in May which is lower than the prior month when we experienced 66,788 miles between roadcalls. The year to date average is 31,619 miles between roadcalls.

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, Chilpancingo 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
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette

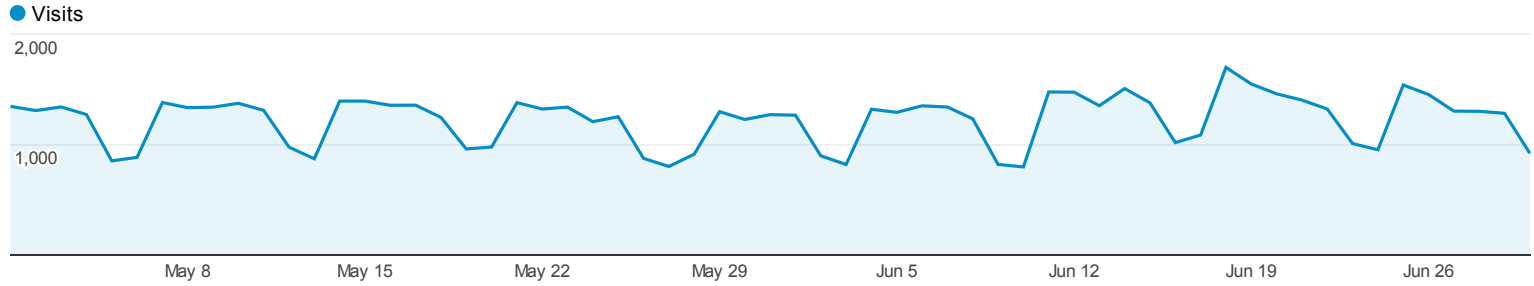
Route Description Summary

Route #	Description
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, Chilpancingo 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 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
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo 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
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

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% of visits : 100.00%

Overview



35,022 people visited this site

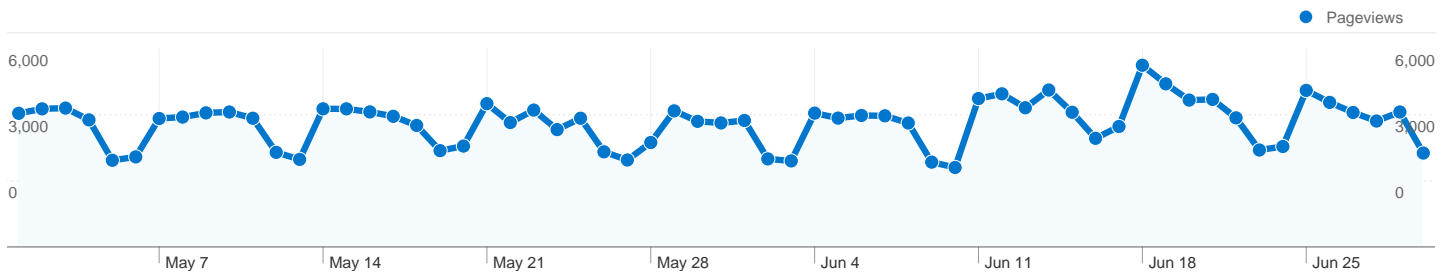
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- Unique Visitors: 35,022**
- Pageviews: 228,891**
- Pages / Visit: 3.06**
- Avg. Visit Duration: 00:03:01**
- Bounce Rate: 37.82%**
- % New Visits: 38.50%**



- 61.45% Returning Visitor**
45,946 Visits
- 38.55% New Visitor**
28,824 Visits

Language	Visits	% Visits
1. en-us	57,232	76.54%
2. en	14,602	19.53%
3. zh-cn	570	0.76%
4. en_us	459	0.61%
5. es-es	275	0.37%
6. ja-jp	186	0.25%
7. ko-kr	175	0.23%
8. ja	160	0.21%
9. ko	160	0.21%
10. en-gb	151	0.20%

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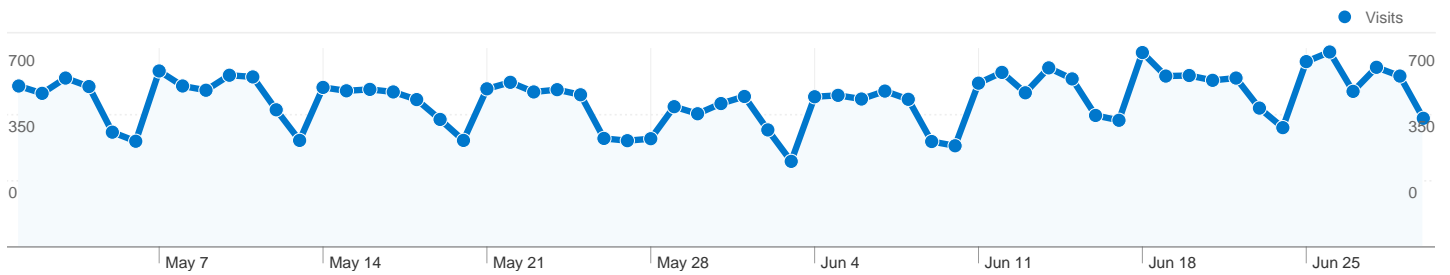


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Content Performance

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
/	52,758	34,717	00:01:06	24.18%	24.08%	\$0.00
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/mobile-schedules/	14,749	8,886	00:00:46	17.24%	11.94%	\$0.00
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1 - 50 of 2,128						



These mobile devices sent 31,888 visits via 14 operating systems

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Operating System	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Android	14,009	2.98	00:03:25	19.41%	40.64%
iOS	9,189	2.53	00:02:11	29.71%	44.71%
iPhone	5,985	2.44	00:01:57	25.25%	46.27%
iPad	1,083	2.77	00:02:46	44.69%	41.27%
BlackBerry	786	2.74	00:03:35	20.87%	43.77%
iPod	486	2.59	00:01:50	23.87%	41.15%
Windows Phone	258	3.13	00:04:08	25.97%	38.37%
SymbianOS	42	1.93	00:02:07	95.24%	54.76%
Samsung	16	4.56	00:03:59	50.00%	31.25%
Windows	14	1.21	00:00:25	35.71%	78.57%
Nokia	9	3.44	00:07:16	55.56%	22.22%
LGE	5	3.80	00:12:18	20.00%	20.00%
LG	4	3.00	00:02:10	100.00%	25.00%
Sony	2	1.00	00:00:00	100.00%	100.00%