

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, November 9, 2012, 9:30 a.m. – 11:00 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 September 14, 2012 meeting*
4. Public Comment
5. Bus Tracker Introduction
6. ADA – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports* – August & September 2012
 - c. Ramp Events *
7. Fixed Route - Monthly Reports
 - a. Fixed Route Ridership Report- August & September 2012*
 - b. Driver Appreciation Winners: October - Sandra Polk, and November - Roxanne Delaney
 - c. Fixed-Route Customer Service Reports- September & October 2012
 - d. CCCTA Website User Information-September & October 2012*
8. Upcoming Agenda Suggestions
9. Committee Member Communications
 - a. Representation and Attendance Log
10. Adjournment – Next meeting – January 11, 2013

*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 September 14, 2012

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

Members present were David Libby, Eileen Vonk, and Sarah Vital.

Staff present: Mary Burdick (CCCTA) and Alvano Sayong (LINK).

Guest present: Susan Rotchy, Danielle Roundtree, and Roger Acuna from Independent Living Resource.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of July 13, 2012

The minutes were approved.

Public Comment

Roger Acuna addressed the committee about the overcrowded conditions on the Rt. 20 buses traveling to DVC in the morning, particularly on the 8:45 trip. There are several passengers on this trip in wheelchairs, which add to the crowding. Suggests we put an 8:30 AM bus back on the schedule.

Danielle Roundtree spoke to the same issue, adding that the overcrowding tends to aggravate riders with certain disabilities, making travel uncomfortable and unpredictable for all. She passed around a photo taken on a very crowded Rt. 20 bus.

Susan Rotchy explained that she is a wheelchair rider who travels from Solano County on the Solano Commuter Express. She is a parent and a taxpayer who deserves better service. Leaving students behind is not acceptable.

Ms. Burdick followed up a recent communication with Mr. Acuna about this situation, and what our dispatch office was doing to minimize passengers being left at the BART station. Ms. Burdick also assured the guests and the Advisory Committee that she would bring the concerns to the attention of the Director of Planning, and report back to Ms. Rotchy, who agreed to share the staff response with Ms. Roundtree and Mr. Acuna.

2012 On-Board Survey Summary Report

Laramie Bowron presented the summary report completed by RedHill Group. The survey was conducted in April by an MTC-hired consultant. The last on-board survey was conducted in 2007, prior to the service cuts in 2009, so this provides a valuable updated

rider profile. Mr. Bowron highlighted notable information: 53% of our riders do not have a driver's license, 60% ride at least 5 days a week, 52% use the bus to get to/from work, and that 17% of respondents indicated that if bus service was not available they would not have been able to make their trip. Other findings noted by the committee include: the relative even distribution of income levels dispelling the perception that only low income riders use the bus, and that 80% of respondents indicate they have some access to their internet either through a computer, smart phone or tablet device.

Bus Tracker Introduction Update

Ms. Burdick provided an update of the project to date, and shared draft layouts for several marketing pieces. At present staff anticipates that Bus Tracker will go live by the end of November, and that all the major outreach efforts involving the media will take place after the November election and holiday season.

Ms. Burdick will provide a demonstration at the November meeting.

Changes to the RTC Discount Card Program and Clipper

Ms. Burdick reported that effective September 1, 2012 RTC cards will expire 5 years from the date of issue rather than 3 years. The fee will remain at \$3 for a new card. RTC cards will no longer be issued to seniors except for seniors who are eligible to travel with attendants. Seniors will be directed to get the senior Clipper card which is free and has no expiration. Both Clipper and the RTC databases will be managed by the Clipper Customer Service contractor. Also beginning September 1, 2012 Adult Clipper cards will cost \$3. This fee will be waived if users sign up for the automatic reloading feature. Senior Clipper cards will remain free.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July 2012 were reviewed.
- B. LINK monthly operating reports for June and July 2012 were reviewed. A similar declining trend was seen in the LINK reports. The increase in transfer trips was noted. Ms. Vonk commented that the communication issue at the Concord senior center she reported at the last meeting (regarding a woman waiting for her pick up at the wrong location) seems to be resolved. Ms. Vital asked if LINK would ever consider offering a pre-paid LINK pass in addition to pre-paid accounts. She commented that she often is unaware of the status of her account balance, and if she had a pre-paid punch pass or ticket booklet, she would know the status of account. Mr. Sayong said he would inquire about this with the Director of Transportation at CCCTA.
- C. Ramp Events recorded on the fixed-route system for the June and July 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2012 were reviewed without comment.

- B. Driver Appreciation Winners – Ms. Burdick reported that Esparanza Smith was the August winner, and Sonia Grady was the September winner.
- C. Customer Service Reports – Customer telephone contacts were presented for August and September. There were 69 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 5 commendations. Total number of telephone calls answered during this period was 13,460.
- D. CCCTA Website User Information - Staff provided user statistics for July and August 2012 time. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Staff will demonstrate Bus Tracker, the real time bus arrival program at the meeting.

Adjournment

The meeting was adjourned at 11:15 AM.

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

Mary Burdick, Manager of Marketing/Public Relations

Date

**ADA CERTIFICATION and RECERTIFICATION
FY 2013**

MONTH	FY 2013				FY 2012				FY 2013				FY 2012			
	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	61	48	0	0	55	37	1	0	29	16	0	0	34	19	0	0
AUG	41	21	0	0	53	35	0	0	44	28	0	0	37	24	0	0
SEPT	51	35	1	0	63	51	0	0	30	20	0	0	29	17	0	0
OCT	55	45	0	0	53	37	1	0	34	15	1	0	36	22	0	0
NOV					48	34	0	0					35	17	0	0
DEC					42	29	0	0					28	21	0	0
JAN					49	35	0	0					31	21	0	0
FEB					66	50	0	0					39	27	0	0
MAR					56	42	0	0					51	36	0	0
APR					60	36	0	0					36	22	0	0
MAY					61	42	1	0					38	22	0	0
JUN					78	44	0	0					30	14	0	0
TOTAL	208	149	1	0	684	472	3	0	137	79	1	0	424	262	0	0

3,102 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY12/13**

SUMMARY	AUGUST FY 11/12	AUGUST FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	13,610	12,454	25,463	24,088
2 TOTAL ATTENDANTS	1,033	921	2,009	1,706
3 TOTAL COMPANIONS	104	68	169	157
4 TOTAL PASSENGERS	14,747	13,443	27,641	25,951
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	7,079	7,001	13,337	13,523
7 VEHICLE SERVICE HOURS	8,653	8,631	16,272	16,604
8 VEHICLE NON REV HOURS	1,574	1,630	2,935	3,081
9 VEHICLE SERVICE MILES	136,447	123,719	254,646	243,431
10 VEHICLE REVENUE MILES	112,852	100,851	209,824	198,472
11 VEHICLE NON REV MILES	23,595	22,868	44,822	44,959
12 PASS. PER REVENUE HOUR	2.08	1.92	2.07	1.92
13 CLIENT PER REVENUE HOUR	1.92	1.78	1.91	1.78
14 PASS. PER SERVICE HOUR	1.70	1.56	1.70	1.56
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	1,198	946	2,035	1,918
18 SAME DAY TRIPS	288	165	507	348
19 SUBSCRIPTION TRIPS	8,838	7,100	16,658	13,747
20 DEMAND	4,697	5,446	8,654	10,452
21 FAREBOX REVENUE	\$15,441.00	\$13,323.29	\$28,757.00	\$26,286.31
22 PREPAID CLIENTS	\$13,465.00	\$10,434.00	\$25,706.75	\$22,180.00
23 COLLECTED BILLING	\$23,220.00	\$5,664.00	\$68,036.00	\$47,006.00
24 TOTAL REVENUE COLLECTED	\$52,126.00	\$29,421.29	\$122,499.75	\$95,472.31
25 CHARGEABLE ACCIDENTS	1	0	1	0
26 SERVICE COMPLAINTS	0	0	2	0
27 SERVICE COMMENDATIONS	0	0	1	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	2	4	3
30 DRIVER TURNOVER	1.0	4.9	0.0	4.9
31 SCHEDULE ADHERENCE	94%	76%	96%	86%
32 WHEELCHAIR BOARDING'S	3,624	3,598	6,802	6,842
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	10,032	6,710	NA	NA
35 UNDUPLICATED CLIENTS	1,077	1,399	NA	NA
36 NO-SHOWS	69	47	121	87
37 CANCELS	2,158	3,386	4,254	5,255
38 AVG. TRIP LENGTH (MILES)	9.3	9.2	9.2	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	48	55
41 TOTAL FUEL/GALLONS	19,465	20,090	37,509	36,421
42 FLEET M.P.G.	7.0	6.2	6.8	6.7

**CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY12/13**

SUMMARY	SEPTEMBER FY 11/12	SEPTEMBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	13,080	11,762	38,543	35,850
2 TOTAL ATTENDANTS	969	907	2,978	2,613
3 TOTAL COMPANIONS	92	65	261	222
4 TOTAL PASSENGERS	14,141	12,734	41,782	38,685
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,780	6,375	20,117	21,379
7 VEHICLE SERVICE HOURS	8,228	7,856	24,500	22,979
8 VEHICLE NON REV HOURS	1,448	1,481	4,383	4,562
9 VEHICLE SERVICE MILES	135,306	116,002	389,952	359,433
10 VEHICLE REVENUE MILES	113,441	95,101	323,265	293,573
11 VEHICLE NON REV MILES	21,865	20,901	66,687	65,860
12 PASS. PER REVENUE HOUR	2.09	1.62	2.08	1.81
13 CLIENT PER REVENUE HOUR	1.93	1.50	1.92	1.68
14 PASS. PER SERVICE HOUR	1.72	2.00	1.71	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	913	915	2,948	2,833
18 SAME DAY TRIPS	266	113	773	461
19 SUBSCRIPTION TRIPS	8,277	6,278	24,935	20,025
20 DEMAND	4,705	5,496	13,359	15,948
21 FAREBOX REVENUE	\$14,362.00	\$12,524.96	\$43,119.00	\$38,811.27
22 PREPAID CLIENTS	\$11,102.00	\$9,787.50	\$36,809.00	\$31,967.50
23 COLLECTED BILLING	\$15,532.00	\$59,976.00	\$83,568.00	\$106,982.00
24 TOTAL REVENUE COLLECTED	\$40,996.00	\$82,288.46	\$163,496.00	\$177,760.77
25 CHARGEABLE ACCIDENTS	1	0	2	0
26 SERVICE COMPLAINTS	1	0	3	0
27 SERVICE COMMENDATIONS	2	0	3	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	1	8	4
30 DRIVER TURNOVER	1.2	0.0	4.9	4.7
31 SCHEDULE ADHERENCE	92%	67%	96%	78%
32 WHEELCHAIR BOARDING'S	3,406	2,376	10,208	9,218
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,374	6,399	N/A	NA
35 UNDUPLICATED CLIENTS	1,065	1,270	N/A	NA
36 NO-SHOWS	77	56	198	143
37 CANCELS	1,826	1,392	6,080	6,647
38 AVG. TRIP LENGTH (MILES)	9.6	9.1	9.3	9.3
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,537	16,651	56,047	53,072
42 FLEET M.P.G.	7.3	7.0	7.0	6.8

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2012 - Fixed Route Boardings	267,952	Revenue Hours - August 12	18,496	Weekdays - August 12	23	Fiscal 2013 YTD	495,638
		August 11	18,119	August 11	23		
Bus Bridge		Revenue Miles - August 12	207,973	Saturdays - August 12	4	Fiscal 2012 YTD	507,739
Special Event		August 11	201,212	August 11	4		
				Sundays - August 12	4		
		August 11		August 11	4		
August 2012 Total Boardings	267,952	Passengers per Mile	1.3	Total Days - 2012	31	YTD Trend	(2.4%)
August 2011 Total Boardings	269,149	Passengers per Hour	14.49	2011	31	Monthly Trend	(0.4%)

August 2012 Fixed Route Passenger Total						August 2012	August 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,732			7,732	336	13.0
2	Rudgear / Walnut Creek	1,323			1,323	58	6.5
4	Walnut Creek Downtown Shuttle	20,246	2,096	1,623	23,966	880	24.7
5	Creekside / Walnut Creek	1,480			1,480	64	6.4
6	Lafayette / Moraga / Orinda	7,306	338	349	7,993	318	10.3
7	Shadelands / Pleasant Hill / Walnut Creek	5,390			5,390	234	7.3
9	DVC / Walnut Creek	12,938			12,938	563	13.6
10	Concord / Clayton Rd	22,519			22,519	979	20.4
11	Treat Blvd / Oak Grove	6,533			6,533	284	15.3
14	Monument Blvd	14,010			14,010	609	15.5
15	Treat Boulevard	9,830			9,830	427	13.9
16	Alhambra Ave / Monument Blvd	14,990			14,990	652	12.9
17	Olivera/Solano / Salvio / North Concord	4,667			4,667	203	11.0
18	Amtrak / Merello / Pleasant Hill	10,078			10,078	438	14.0
19	Amtrak / Pacheco Blvd / Concord	3,452			3,452	150	10.9
20	DVC / Concord	25,689			25,689	1,117	24.0
21	Walnut Creek / San Ramon Transit Center	13,115			13,115	570	11.7
25	Lafayette / Walnut Creek	1,378			1,378	60	5.2
28	North Concord / Martinez	6,687			6,687	291	9.6
35	Dougherty Valley	7,683			7,683	334	10.3
36	San Ramon / Dublin	5,282			5,282	230	8.6
91X	Concord Commuter Express	1,276			1,276	55	15.3
92X	Ace Shuttle Express	3,632			3,632	158	19.0
93X	Kirker Pass Express	4,930			4,930	214	17.6
95X	San Ramon / Danville Express	3,773			3,773	164	16.3
96X	Bishop Ranch Express	10,663			10,663	464	14.7
97X	Bishop Ranch Express	2,367			2,367	103	10.4
98X	Martinez Express	8,062			8,062	351	13.2
250 *	Gael Rail Service	29	14	10	53	7	1.8
301	Rossmoor / John Muir Medical Center		265	264	529	0	7.3
310	Concord Bart / Clayton Rd / Kirker Pass		1,665	1,263	2,927	0	27.2
311	Concord / Oak Grove / Treat Blvd / WC		851	704	1,555	0	12.9
314	Clayton Rd / Monument Blvd / PH		2,567	1,771	4,338	0	19.8
315	Concord / Willow Pass / Landana		257	139	396	0	7.4
316	Alhambra / Merello / Pleasant Hill		1,412	965	2,377	0	14.9
320	DVC / Concord		987	644	1,632	0	15.8
321	San Ramon / Walnut Creek		1,161	765	1,926	0	11.9
600's	Select Service	10,785			10,785	469	27.8
TOTALS		247,842	11,613	8,497	267,952	10,776	14.5

* Data from Link ** Seasonal Route

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
September 2012 - Fixed Route Boardings	277,831	Revenue Hours - September 12	16,305	Weekdays - September 12	19	Fiscal 2013 YTD	773,468
		September 11	17,221	September 11	21		
Bus Bridge		Revenue Miles - September 12	180,703	Saturdays - September 12	5	Fiscal 2012YTD	793,856
Special Event		September 11	192,018	September 11	4		
				Sundays - September 12	5		
				September 11	4		
September 2012 Total Boardings	277,831	Passengers per Mile	1.5	Total Days - 2012	29	YTD Trend	(2.6%)
September 2011 Total Boardings	286,117	Passengers per Hour	17.04	2011	29	Monthly Trend	(2.9%)

September 2012 Fixed Route Passenger Total						September 2012	September 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,758			6,758	356	13.8
2	Rudgear / Walnut Creek	1,449			1,449	76	8.6
4	Walnut Creek Downtown Shuttle	18,062	3,278	2,865	24,205	951	28.1
4H **	Walnut Creek Extended Holiday Service				0	0	#DIV/0!
5	Creekside / Walnut Creek	1,590			1,590	84	8.4
6	Lafayette / Moraga / Orinda	10,253	894	577	11,724	540	17.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,545			4,545	239	7.4
9	DVC / Walnut Creek	12,192			12,192	642	15.5
10	Concord / Clayton Rd	21,864			21,864	1,151	24.0
11	Treat Blvd / Oak Grove	6,696			6,696	352	19.0
14	Monument Blvd	12,725			12,725	670	17.1
15	Treat Boulevard	10,294			10,294	542	17.8
16	Alhambra Ave / Monument Blvd	13,685			13,685	720	14.3
17	Olivera/Solano / Salvio / North Concord	4,546			4,546	239	12.9
18	Amtrak / Merello / Pleasant Hill	9,590			9,590	505	16.2
19	Amtrak / Pacheco Blvd / Concord	2,934			2,934	154	11.2
20	DVC / Concord	25,807			25,807	1,358	29.2
21	Walnut Creek / San Ramon Transit Center	12,123			12,123	638	13.1
25	Lafayette / Walnut Creek	1,353			1,353	71	6.2
28	North Concord / Martinez	6,315			6,315	332	11.0
35	Dougherty Valley	7,795			7,795	410	12.6
36	San Ramon / Dublin	4,877			4,877	257	9.6
91X	Concord Commuter Express	1,624			1,624	85	27.7
92X	Ace Shuttle Express	3,401			3,401	179	21.6
93X	Kirker Pass Express	4,322			4,322	227	18.7
95X	San Ramon / Danville Express	3,284			3,284	173	17.2
96X	Bishop Ranch Express	10,038			10,038	528	16.9
97X	Bishop Ranch Express	1,587			1,587	84	8.5
98X	Martinez Express	7,214			7,214	380	14.3
250 *	Gael Rail Service	94	164	117	375	12	3.7
260 *	Cal State East Bay / Concord Bart	15			15	8	2.0
301	Rossmoor / John Muir Medical Center		382	315	697	0	7.5
310	Concord Bart / Clayton Rd / Kirker Pass		1,996	1,488	3,483	0	25.9
311	Concord / Oak Grove / Treat Blvd / WC		1,205	1,019	2,224	0	14.7
314	Clayton Rd / Monument Blvd / PH		3,400	2,383	5,783	0	21.2
315	Concord / Willow Pass / Landana		325	191	517	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,763	1,260	3,023	0	15.1
320	DVC / Concord		1,160	741	1,900	0	15.2
321	San Ramon / Walnut Creek		1,450	991	2,440	0	12.3
Owl	Bart Night Owl Service				0	0	#DIV/0!
600's	Select Service	22,835			22,835	1,202	29.3
TOTALS		249,867	16,016	11,947	277,831	13,151	17.0

* 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, Riviera 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
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

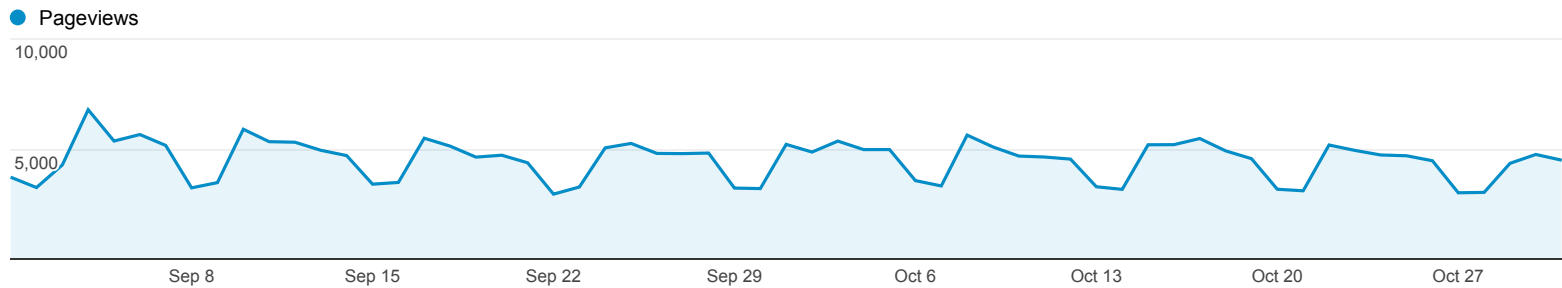
Route #	Description
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton 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 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, 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
631	Minert Rd, Weaver Ln, Oak Grove, Monument Blvd, Fry Way, Clayton Rd, Detroit Ave, Walters Way, BART Concord
632	Minert Rd, San Miguel Dr, Galloway Rd, Monument Blvd, Meadow Ln, Mohr Ln, Del Rio Cr, BART Pleasant Hill
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
Owl	Bart Night Owl Service

Pages

% of pageviews: 100.00%

Explorer

Site Usage



Pageviews 274,089 % of Total: 100.00% (274,089)	Unique Pageviews 199,614 % of Total: 100.00% (199,614)	Avg. Time on Page 00:01:28 Site Avg: 00:01:28 (0.00%)	Entrances 92,674 % of Total: 100.00% (92,674)	Bounce Rate 40.70% Site Avg: 40.70% (0.00%)	% Exit 33.81% Site Avg: 33.81% (0.00%)	Page Value \$0.00 % of Total: 0.00% (\$0.00)
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Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
1. /	59,464	40,338	00:01:00	36,950	24.47%	24.39%	\$0.00
2. /maps-schedules/	34,327	21,384	00:00:54	18,275	19.68%	18.72%	\$0.00
3. /mobile-schedules/	20,674	12,300	00:00:43	3,131	19.80%	11.19%	\$0.00
4. /schedule/6/	9,733	8,458	00:04:53	5,420	85.22%	77.21%	\$0.00
5. /fares/	8,880	6,463	00:01:19	1,612	43.42%	27.83%	\$0.00
6. /schedule/18/	6,331	5,056	00:02:22	1,305	68.74%	45.29%	\$0.00
7. /schedule/9/	6,268	5,088	00:02:53	1,487	73.23%	51.45%	\$0.00
8. /schedule/20/	5,565	4,702	00:02:39	1,271	78.60%	57.47%	\$0.00
9. /schedule/16/	5,305	4,250	00:02:43	1,061	73.61%	47.56%	\$0.00
10. /schedule/98X/	5,139	4,309	00:02:46	1,960	84.39%	59.51%	\$0.00
11. /schedule/10/	4,950	4,072	00:03:01	1,267	76.16%	56.95%	\$0.00
12. /schedule/15/	4,926	3,978	00:02:59	1,084	74.08%	51.60%	\$0.00
13. /schedule/21/	4,487	3,690	00:02:33	818	73.72%	51.66%	\$0.00
14. /schedule/14/	4,052	3,377	00:02:32	967	76.22%	50.39%	\$0.00
15. /how-to-ride/	3,762	2,749	00:00:35	90	20.00%	9.12%	\$0.00
16. /schedule/11/	3,660	2,928	00:02:13	593	68.63%	39.70%	\$0.00
17. /schedule/35/	3,556	2,718	00:02:49	877	72.63%	49.49%	\$0.00
18. /schedule/4/	3,458	2,884	00:03:02	1,742	78.13%	67.24%	\$0.00
19. /schedule/28/	3,412	2,751	00:02:46	908	80.18%	52.26%	\$0.00
20. /schedule/316/	3,408	2,707	00:02:43	602	72.59%	50.44%	\$0.00
21. /schedule/314/	3,090	2,487	00:02:40	563	73.89%	52.20%	\$0.00
22. /schedule/96X/	2,937	2,266	00:02:22	657	69.71%	45.49%	\$0.00
23. /maps-schedules/600-select-service/	2,347	936	00:01:11	59	49.15%	17.68%	\$0.00
24. /schedule/7/	2,328	1,781	00:02:24	388	65.72%	39.82%	\$0.00

24.	/schedule/77	2,328	1,787	00:02:24	388	63.72%	39.02%	\$0.00
25.	/driver-login/	2,306	1,190	00:04:44	531	28.06%	47.01%	\$0.00
26.	/schedule/1/	2,141	1,568	00:02:19	256	63.67%	36.01%	\$0.00
27.	/schedule/95X/	2,114	1,660	00:01:39	311	63.34%	33.82%	\$0.00
28.	/schedule/321/	1,974	1,618	00:02:45	363	74.66%	54.86%	\$0.00
29.	/schedule/320/	1,973	1,666	00:02:11	454	84.14%	50.84%	\$0.00
30.	/schedule/36/	1,962	1,485	00:02:19	250	69.20%	38.23%	\$0.00
31.	/schedule/19/	1,906	1,485	00:02:06	157	61.78%	30.06%	\$0.00
32.	/schedule/17/	1,858	1,545	00:02:10	355	80.56%	46.77%	\$0.00
33.	/about/	1,851	1,428	00:00:36	123	19.51%	15.56%	\$0.00
34.	/schedule/311/	1,809	1,454	00:02:12	277	77.62%	45.00%	\$0.00
35.	/schedule/310/	1,734	1,463	00:02:45	307	77.52%	56.69%	\$0.00
36.	/schedule/93X/	1,695	1,294	00:02:42	331	67.98%	45.90%	\$0.00
37.	/fares/where-to-buy/	1,623	1,143	00:01:38	121	60.33%	35.06%	\$0.00
38.	/link/	1,423	1,122	00:00:54	473	53.91%	33.03%	\$0.00
39.	/public-meetings/	1,289	1,017	00:00:30	54	25.93%	12.02%	\$0.00
40.	/fares/clipper-card/	1,159	944	00:00:53	108	42.59%	23.47%	\$0.00
41.	/schedule/92X/	1,134	870	00:01:58	230	62.17%	40.92%	\$0.00
42.	/schedule/2/	1,117	929	00:01:51	247	77.73%	47.27%	\$0.00
43.	/schedule/5/	1,108	932	00:01:49	217	78.34%	45.13%	\$0.00
44.	/schedule/97X/	1,097	864	00:02:20	238	65.13%	37.01%	\$0.00
45.	/how-to-ride/paying-your-fare/	1,075	869	00:01:20	74	60.81%	19.91%	\$0.00
46.	/maps-schedules/route-250-st-marys-college-gael-rail-shuttle-schedule/	850	639	00:01:46	157	67.52%	42.71%	\$0.00
47.	/?force=desktop	825	630	00:01:21	72	50.00%	25.09%	\$0.00
48.	/schedule/25/	754	600	00:01:43	85	77.65%	35.68%	\$0.00
49.	/about/jobs/	680	519	00:00:39	122	59.84%	46.18%	\$0.00
50.	/how-to-ride/places-to-go/	622	487	00:00:31	12	75.00%	7.56%	\$0.00

Rows 1 - 50 of 2108