

The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

www.cccta.org

MEETING NOTICE & AGENDA

Advisory Committee

County Connection Office – Board of Director Room

2477 Arnold Industrial Way, Concord, CA 94520

Friday, January 11, 2013, 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 November 9, 2012 meeting*
4. Public Comment
5. ADA – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports – October & November 2012 – distributed at the meeting
 - c. Ramp Events *
6. Fixed Route - Monthly Reports
 - a. Fixed Route Ridership Report- October & November 2012*
 - b. Driver Appreciation Winners: December – Robin March, and January – Mark Romero
 - c. Fixed-Route Customer Service Reports- November & December 2012
 - d. CCCTA Website User Information-November & December 2012*
7. Upcoming Agenda Suggestions
8. Committee Member Communications
 - a. Representation and Attendance Log
9. Adjournment – Next meeting – March 8, 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.

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

The County Connection

Advisory Committee

Summary Minutes

Meeting of November 9, 2012

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

Members present were David Libby and Eileen Vonk.

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

Guest present: Metropolitan Transportation Commission (MTC) representative, Jennifer Yeaman, County Connection Board Chair, Erling Horn, in-coming Advisory Committee member from Martinez, Cary Kennerly, and County Connection bus operator, Joyce Clark.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of September 14, 2012

The minutes were approved.

Public Comment

Jennifer Yeaman was introduced as the MTC representative coordinating the update of the Coordinated Public Transit/Human Services Transportation Plan. This plan focuses on the transportation needs of the region's low-income, elderly and disabled populations.

Programs or services funded through the 5310, New Freedom and JARC programs must be identified in the regional plan. Ms. Yeaman explained the goal is to improve transportation coordination in the region, and that the update will outline service gaps identified in the previous plan and include priority solutions.

Advisory bodies are encouraged to review the documents posted on the MTC website and provide feedback. She anticipates that the draft will be ready for public comment by January 2013, and will be presented to the MTC Board of Directors for approval in February.

Mary Burdick introduced Cary Kennerly as the incoming representative from Martinez. Mr. Kennerly has an extensive background in construction, specializing in the ADA and accessibility matters.

Bus Tracker Introduction

Ms. Burdick reported that the real time Bus Tracker will be available to the public in early December and provided a live demonstration on how to see predicted arrivals on both the map and the arrivals grid screens. Members were shown how users can easily set up an

account to begin receiving service alerts. Flyers were made available for members to distribute in their communities.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for September and October were reviewed without comment.
- B. LINK monthly operating reports for August and September 2012 were reviewed. Mr. Sayong, operations manager for First Transit pointed out that the numbers for schedule adherence were quite different from previous reports. He noted that now that tracking software is being used, these figures are probably more accurate than previous reports, and that this objective will be closely monitored and adjusted as necessary.

Mr. Sayong also addressed a question presented at the November meeting about the possibility of introducing a LINK ride booklet or punch pass. He reported that this required Board approval and that a similar request was denied several years ago. About 20% of clients have prepaid billing status.

- C. Ramp Events recorded on the fixed-route system for the August and September 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for August and September 2012 were reviewed without comment.
- B. Driver Appreciation Winners – Ms. Burdick reported that Sandra Polk was the October winner, and Roxanne Delaney was the November winner.
- C. Customer Service Reports – Customer telephone contacts were presented for September and October. There were 67 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 8 commendations. The total number of telephone calls answered during this period was 12,812. Ms. Vonk asked staff to explain the difference between complaints logged as a “pass up” and “refusal to stop”. County Connection bus operator, Joyce Clark explained that at times a passenger misses their stop and will ask the operator to simply pull over. As this is against our policy and could result in disciplinary action, the operator must continue to the next posted bus stop. This policy is explained to the caller, but if they still wish to file a complaint, this is how it is registered.
- D. CCCTA Website User Information - Staff provided user statistics for September and October 2012. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Ms. Burdick will check the MTC website prior to the January meeting and if available, print copies of MTC’s Coordinated Public Transit/Human Services Transportation Plan.

Adjournment

The meeting was adjourned at 11:00 AM.

The next meeting was scheduled for Friday, January 11, 2013 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	41	29	0	0	48	34	0	0	32	17	0	0	35	17	0	0
DEC	62	46	0	0	42	29	0	0	32	19	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	311	224	1	0	684	472	3	0	201	115	1	0	424	262	0	0

3,063 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
October 2012 - Fixed Route Boardings	321,040	Revenue Hours -	October 12	19,242	Weekdays -	October 12	23	Fiscal 2013 YTD	1,094,508
			October 11	17,566		October 11	21		
Bus Bridge		Revenue Miles -	October 12	217,446	Saturdays -	October 12	4	Fiscal 2012YTD	1,077,209
Special Event			October 11	196,102		October 11	5		
					Sundays -	October 12	4		
			October 11	196,102		October 11	5		
October 2012 Total Boardings	321,040	Passengers per Mile		1.5	Total Days - 2012	31	YTD Trend	1.6%	
October 2011 Total Boardings	283,352	Passengers per Hour		16.68	2011	31	Monthly Trend	13.3%	

October 2012 Fixed Route Passenger Total						October 2012 Weekday Average	October 2012 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	8,736			8,736	380	14.7
2	Rudgear / Walnut Creek	1,465			1,465	64	7.2
4	Walnut Creek Downtown Shuttle	20,111	2,277	1,683	24,072	874	24.8
4H **	Walnut Creek Extended Holiday Service		0	0	0	0	#DIV/0!
5	Creekside / Walnut Creek	1,692			1,692	74	7.4
6	Lafayette / Moraga / Orinda	11,719	572	474	12,764	510	16.5
7	Shadelands / Pleasant Hill / Walnut Creek	5,253			5,253	228	7.1
9	DVC / Walnut Creek	13,920			13,920	605	14.6
10	Concord / Clayton Rd	26,067			26,067	1,133	23.6
11	Treat Blvd / Oak Grove	8,032			8,032	349	18.8
14	Monument Blvd	15,283			15,283	664	17.0
15	Treat Boulevard	12,609			12,609	548	18.0
16	Alhambra Ave / Monument Blvd	16,445			16,445	715	14.2
17	Olivera/Solano / Salvio / North Concord	5,764			5,764	251	13.5
18	Amtrak / Merello / Pleasant Hill	11,647			11,647	506	16.2
19	Amtrak / Pacheco Blvd / Concord	3,437			3,437	149	10.8
20	DVC / Concord	30,955			30,955	1,346	29.0
21	Walnut Creek / San Ramon Transit Center	15,165			15,165	659	13.5
25	Lafayette / Walnut Creek	1,450			1,450	63	5.5
28	North Concord / Martinez	7,574			7,574	329	10.9
35	Dougherty Valley	9,922			9,922	431	13.3
36	San Ramon / Dublin	5,779			5,779	251	9.4
91X	Concord Commuter Express	2,071			2,071	90	24.4
92X	Ace Shuttle Express	4,659			4,659	203	17.1
93X	Kirker Pass Express	5,225			5,225	227	18.7
95X	San Ramon / Danville Express	4,160			4,160	181	18.0
96X	Bishop Ranch Express	12,050			12,050	524	16.6
97X	Bishop Ranch Express	2,486			2,486	108	11.0
98X	Martinez Express	8,546			8,546	372	14.0
250 *	Gael Rail Service	96	120	79	295	12	3.4
260 *	Cal State East Bay / Concord Bart	123			123	6	1.8
301	Rossmoor / John Muir Medical Center		289	229	519	0	7.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,673	1,212	2,885	0	26.7
311	Concord / Oak Grove / Treat Blvd / WC		985	885	1,869	0	15.3
314	Clayton Rd / Monument Blvd / PH		2,766	1,989	4,755	0	21.8
315	Concord / Willow Pass / Landana		292	192	485	0	8.8
316	Alhambra / Merello / Pleasant Hill		1,466	968	2,435	0	15.3
320	DVC / Concord		1,002	573	1,575	0	15.7
321	San Ramon / Walnut Creek		1,196	783	1,979	0	12.4
Owl	Bart Night Owl Service				0	0	#DIV/0!
600's	Select Service	26,893			26,893	1,169	28.6
TOTALS		299,334	12,638	9,068	321,040	13,015	16.7

* 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	
November 2012 - Fixed Route Boardings	273,694	Revenue Hours - November 12	17,777	Weekdays - November 12	21	Fiscal 2013 YTD	1,368,203	
		November 11	17,081	November 11	21			
Bus Bridge		Revenue Miles - November 12	194,564	Saturdays - November 12	4	Fiscal 2012YTD	1,335,844	
Special Event		November 11	191,017	November 11	4			
				Sundays - November 12	4			
				November 11	4			
November 2012 Total Boardings	273,694	Passengers per Mile	1.4	Total Days - 2012	29	YTD Trend	2.4%	
November 2011 Total Boardings	258,636	Passengers per Hour	15.40	2011	29	Monthly Trend	5.8%	

November 2012 Fixed Route Passenger Total							November 2012	November 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour	
1	Rossmoor / Shadelands	6,848			6,848	326	12.7	
2	Rudgear / Walnut Creek	1,301			1,301	62	7.0	
4	Walnut Creek Downtown Shuttle	18,432	2,562	1,755	22,749	878	25.3	
4H **	Walnut Creek Extended Holiday Service	148	92	0	240	25	2.5	
5	Creekside / Walnut Creek	1,489			1,489	71	7.1	
6	Lafayette / Moraga / Orinda	9,814	564	386	10,764	467	15.1	
7	Shadelands / Pleasant Hill / Walnut Creek	4,470			4,470	213	6.6	
9	DVC / Walnut Creek	12,103			12,103	576	13.9	
10	Concord / Clayton Rd	21,804			21,804	1,038	21.6	
11	Treat Blvd / Oak Grove	6,386			6,386	304	16.4	
14	Monument Blvd	13,306			13,306	634	16.2	
15	Treat Boulevard	10,783			10,783	513	16.8	
16	Alhambra Ave / Monument Blvd	14,152			14,152	674	13.3	
17	Olivera/Solano / Salvio / North Concord	4,516			4,516	215	11.7	
18	Amtrak / Merello / Pleasant Hill	9,718			9,718	463	14.8	
19	Amtrak / Pacheco Blvd / Concord	3,014			3,014	144	10.4	
20	DVC / Concord	25,708			25,708	1,224	26.3	
21	Walnut Creek / San Ramon Transit Center	12,817			12,817	610	12.5	
25	Lafayette / Walnut Creek	1,197			1,197	57	5.0	
28	North Concord / Martinez	6,640			6,640	316	10.5	
35	Dougherty Valley	8,182			8,182	390	12.0	
36	San Ramon / Dublin	5,150			5,150	245	9.2	
91X	Concord Commuter Express	1,127			1,127	54	15.0	
92X	Ace Shuttle Express	4,133			4,133	197	23.7	
93X	Kirker Pass Express	4,028			4,028	192	15.8	
95X	San Ramon / Danville Express	3,567			3,567	170	16.8	
96X	Bishop Ranch Express	10,599			10,599	505	15.9	
97X	Bishop Ranch Express	2,265			2,265	108	10.9	
98X	Martinez Express	7,580			7,580	361	13.6	
250 *	Gael Rail Service	187	123	50	360	19	3.8	
260 *	Cal State East Bay / Concord Bart	99			99	7	1.7	
301	Rossmoor / John Muir Medical Center		270	195	464	0	6.4	
310	Concord Bart / Clayton Rd / Kirker Pass		1,661	1,329	2,990	0	27.7	
311	Concord / Oak Grove / Treat Blvd / WC		1,026	867	1,893	0	15.4	
314	Clayton Rd / Monument Blvd / PH		2,580	2,092	4,672	0	21.5	
315	Concord / Willow Pass / Landana		302	165	467	0	8.6	
316	Alhambra / Merello / Pleasant Hill		1,517	961	2,478	0	15.4	
320	DVC / Concord		931	709	1,640	0	16.7	
321	San Ramon / Walnut Creek		1,095	718	1,813	0	11.4	
600's	Select Service	20,181			20,181	961	21.7	
TOTALS		251,745	12,723	9,226	273,694	11,988	15.4	

* 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, Chilpancincio 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 Pigsaw 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, Chilpancincio 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

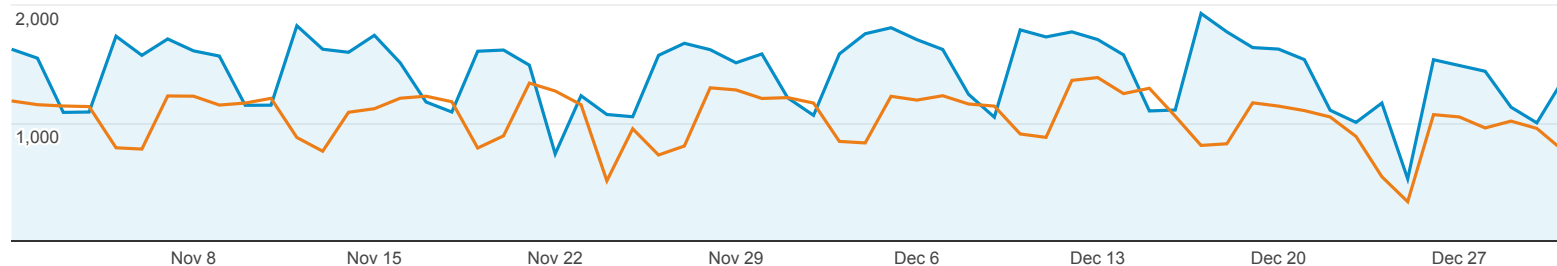
Visitor Report

change in % of visits: +0.00%

Report Tab

Metric Group

Nov 1, 2012 - Dec 31, 2012: Visits
Nov 1, 2011 - Dec 31, 2011: Visits



Visits 36.97% 87,425 vs 63,827	Unique Visitors 15.41% 36,071 vs 31,254	Pageviews 40.49% 260,984 vs 185,771	Avg. Visit Duration -1.64% 00:02:53 vs 00:02:56	Pages / Visit 2.57% 2.99 vs 2.91
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Visitor Type	Mobile (Including Tablet)	Visits	Unique Visitors	Pageviews	Avg. Visit Duration	Pages / Visit
1. Returning Visitor	Yes					
Nov 1, 2012 - Dec 31, 2012		35,785	7,138	96,899	00:02:49	2.71
Nov 1, 2011 - Dec 31, 2011		16,435	3,689	36,338	00:02:48	2.21
% Change		117.74%	93.49%	166.66%	0.80%	22.47%
2. Returning Visitor	No					
Nov 1, 2012 - Dec 31, 2012		22,623	7,322	67,876	00:02:50	3.00
Nov 1, 2011 - Dec 31, 2011		21,657	7,725	65,865	00:02:51	3.04
% Change		4.46%	-5.22%	3.05%	-0.54%	-1.35%
3. New Visitor	No					
Nov 1, 2012 - Dec 31, 2012		18,720	18,699	63,772	00:03:03	3.41
Nov 1, 2011 - Dec 31, 2011		20,399	20,372	69,311	00:03:05	3.40
% Change		-8.23%	-8.21%	-7.99%	-1.55%	0.26%
4. New Visitor	Yes					
Nov 1, 2012 - Dec 31, 2012		10,297	10,287	32,437	00:02:53	3.15
Nov 1, 2011 - Dec 31, 2011		5,336	5,333	14,257	00:03:01	2.67
% Change		92.97%	92.89%	127.52%	-4.10%	17.90%

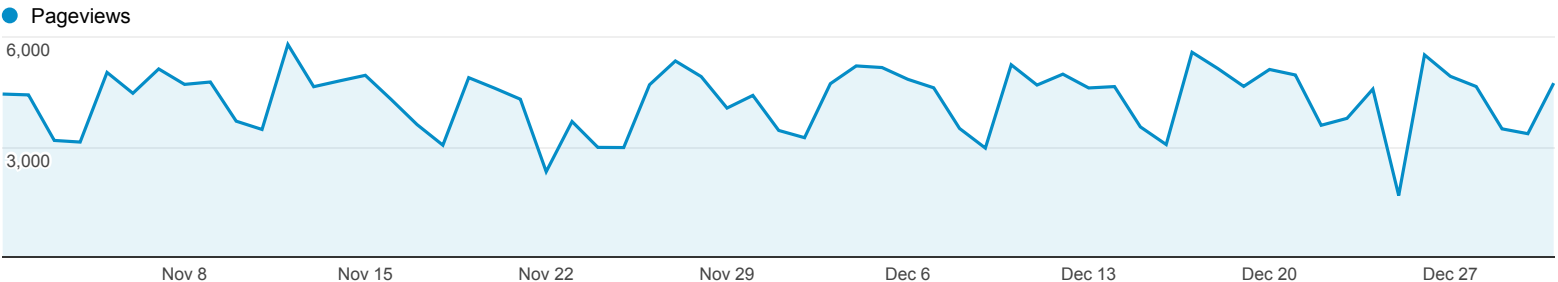
Rows 1 - 4 of 4

Pages

% of pageviews: 100.00%

Explorer

Site Usage



Pageviews 260,984 % of Total: 100.00% (260,984)	Unique Pageviews 190,182 % of Total: 100.00% (190,182)	Avg. Time on Page 00:01:27 Site Avg: 00:01:27 (0.00%)	Entrances 87,409 % of Total: 100.00% (87,409)	Bounce Rate 40.74% Site Avg: 40.74% (0.00%)	% Exit 33.49% Site Avg: 33.49% (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. /	55,635	36,907	00:00:57	33,404	22.14%	22.71%	\$0.00
2. /maps-schedules/	31,474	20,003	00:00:56	17,228	19.92%	19.38%	\$0.00
3. /mobile-schedules/	20,464	12,110	00:00:40	2,969	21.15%	10.95%	\$0.00
4. /schedule/6/	7,426	6,501	00:04:45	4,150	86.14%	77.90%	\$0.00
5. /fares/	6,538	4,953	00:01:24	1,190	58.07%	32.30%	\$0.00
6. /schedule/18/	5,829	4,640	00:02:25	1,244	71.30%	45.89%	\$0.00
7. /schedule/9/	5,585	4,627	00:02:27	1,431	75.05%	52.64%	\$0.00
8. /schedule/20/	5,555	4,731	00:02:36	1,324	75.60%	57.64%	\$0.00
9. /schedule/98X/	4,904	4,174	00:03:03	2,056	84.10%	61.97%	\$0.00
10. /schedule/10/	4,816	3,947	00:02:44	1,166	75.90%	55.77%	\$0.00
11. /schedule/15/	4,653	3,810	00:02:58	1,181	78.66%	54.42%	\$0.00
12. /schedule/16/	4,612	3,693	00:02:36	858	69.35%	45.36%	\$0.00
13. /schedule/21/	4,087	3,357	00:02:32	843	74.50%	51.80%	\$0.00
14. /schedule/14/	3,701	3,062	00:02:26	913	70.87%	50.61%	\$0.00
15. /schedule/4/	3,656	3,118	00:03:52	1,830	78.42%	68.33%	\$0.00
16. /schedule/96X/	3,144	2,517	00:02:24	777	72.72%	48.95%	\$0.00
17. /schedule/316/	3,113	2,498	00:02:44	560	74.11%	48.15%	\$0.00
18. /schedule/11/	3,092	2,576	00:02:17	596	71.14%	43.11%	\$0.00
19. /schedule/35/	3,084	2,426	00:02:44	1,000	72.80%	53.05%	\$0.00
20. /schedule/314/	3,079	2,533	00:02:43	609	74.88%	53.33%	\$0.00
21. /schedule/28/	2,875	2,303	00:02:39	666	77.18%	49.57%	\$0.00
22. /how-to-ride/	2,827	2,097	00:00:35	82	42.68%	10.89%	\$0.00
23. /driver-login/	2,546	1,347	00:04:27	713	35.06%	47.49%	\$0.00
24. /schedule/310/	2,116	1,732	00:02:39	367	78.47%	56.76%	\$0.00

24.	/schedule/310/	2,110	1,732	00:02:39	307	70.47%	30.76%	\$0.00
25.	/schedule/320/	2,100	1,747	00:02:25	434	84.10%	50.48%	\$0.00
26.	/schedule/7/	2,040	1,584	00:02:23	392	70.15%	42.16%	\$0.00
27.	/schedule/95X/	1,890	1,479	00:01:40	312	64.10%	32.22%	\$0.00
28.	/schedule/321/	1,885	1,607	00:02:41	409	78.48%	59.58%	\$0.00
29.	/schedule/311/	1,871	1,544	00:02:44	360	71.94%	49.55%	\$0.00
30.	/schedule/1/	1,838	1,378	00:02:23	268	67.54%	39.77%	\$0.00
31.	/schedule/19/	1,826	1,418	00:01:45	204	67.16%	31.87%	\$0.00
32.	/maps-schedules/600-select-service/	1,749	681	00:01:05	39	51.28%	17.72%	\$0.00
33.	/about/	1,747	1,334	00:00:40	104	27.88%	16.37%	\$0.00
34.	/schedule/36/	1,711	1,314	00:02:15	264	75.00%	41.20%	\$0.00
35.	/schedule/17/	1,690	1,387	00:02:30	398	81.41%	49.70%	\$0.00
36.	/schedule/93X/	1,608	1,240	00:02:16	387	72.35%	45.09%	\$0.00
37.	/alerts/detours-in-walnut-creek/	1,590	1,383	00:00:27	62	45.16%	11.32%	\$0.00
38.	/bustime/home.jsp	1,312	1,018	00:00:26	217	29.03%	10.98%	\$0.00
39.	/bus-tracker/	1,263	808	00:01:26	235	44.26%	27.47%	\$0.00
40.	/link/	1,172	898	00:00:52	352	49.15%	26.11%	\$0.00
41.	/schedule/2/	1,171	968	00:02:09	289	81.31%	49.79%	\$0.00
42.	/bustime/eta/eta.jsp	1,121	811	00:01:52	117	32.48%	17.04%	\$0.00
43.	/public-meetings/	1,100	881	00:00:30	53	39.62%	13.27%	\$0.00
44.	/schedule/97X/	1,048	831	00:01:48	219	65.30%	40.17%	\$0.00
45.	/schedule/5/	1,021	847	00:02:24	167	70.06%	42.41%	\$0.00
46.	/?force=desktop	998	743	00:01:20	79	59.49%	24.95%	\$0.00
47.	/fares/where-to-buy/	935	680	00:01:44	93	61.29%	36.90%	\$0.00
48.	/schedule/92X/	888	668	00:01:49	156	64.10%	36.49%	\$0.00
49.	/fares/clipper-card/	784	675	00:00:59	77	58.44%	26.02%	\$0.00
50.	/how-to-ride/paying-your-fare/	776	633	00:01:27	72	65.28%	21.13%	\$0.00

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FY2013 Advisory Committee ATTENDANCE LOG

JURISDICTION - NAME	Expires	JUL	SEP	NOV	JAN	MAR	MAY
CLAYTON - Vacant							
CONCORD- Eileen Vonk	Dec-13	P	P	P			
CC COUNTY - Sarah Vital	Jun-13	U	P	U			
DANVILLE - Vacant							
LAFAYETTE-							
MARTINEZ- Cary Kennerley	Oct-14						
MORAGA - Vacant							
ORINDA - David Libby	Feb-14	P	P	U			
ORINDA - Charles Hogle	Dec-13	E	E	E			
PLEASANT HILL - David Loyd	Jun-12	P	E	P			
SAN RAMON - Vacant							
WALNUT CREEK - Maureen Murphy	Mar-14	P	E	E			

In accordance with the Role and Function, if a member misses three or more consecutive meetings without cause, the member is subject to removal by the CCCTA Board after consultation with the affected jurisdiction.

Attendance Key

- P-Present
- E-Excused Absence
- U-Unexcused Absence
- X-Meeting Canceled