

The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

www.cccta.org

ADVISORY COMMITTEE MEETING AGENDA

**Friday, March 8, 2013
9:30 a.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order – Roll Call
2. Agenda Approval*
3. Approval of Minutes of January 11, 2013*
4. Public Comments
5. ADA – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports – December 2012 and January 2013*
 - c. Ramp Events*
6. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Report-December 2012 and January 2013*
 - b. Driver Appreciation Winners-February -John Wong, March -Michael McGee Williams
 - c. Fixed-Route Customer Service Report-January and February 2013
 - d. Website User Information-January and February 2013*
7. Upcoming Agenda Suggestions
8. Committee Member Communications
 - a. Representation and Attendance Log
9. Adjournment – Next Meeting – May 10, 2018

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the 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 Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

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.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

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.

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 the Board Clerk, Janet Madrigal, at 2477 Arnold Industrial Way, Concord, CA 94520 or madrigal@cccta.org.

Shuttle Service: With 24-hour notice, a CCCTA LINK shuttle can be available at the nearest BART station for individuals who want to attend the meeting. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, March 21, 9:00 a.m., CCCTA Board Room
Administration & Finance:	Wednesday, April 3, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, March 8, 9:30 a.m., CCCTA Board Room
Marketing, Planning & Legislative:	Thursday, April 4, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, April 5, 8:00 a.m., Walnut Creek City Offices

The above meeting schedules are subject to change. Please check the CCCTA Website (www.CCCTA.org) or contact CCCTA staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on CCCTA's Website (www.CCCTA.org) and at the CCCTA Administrative Offices, 2477 Arnold Industrial Way, Concord, California

The County Connection

Advisory Committee

Summary Minutes

Meeting of January 11, 2013

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

Members present were David Libby, David Loyd, and Cary Kennerley.

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

Approval of Agenda

The agenda was approved.

Approval of the Minutes of November 9, 2012

The minutes were approved.

Public Comment

There was no public comment.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for November and December were reviewed without comment.
- B. LINK monthly operating reports for October and November 2012 were distributed and reviewed. Mr. Sayong, operations manager for First Transit, reported that on time performance has been closely monitored since using the new scheduling software. One factor that influences on-time performance occurs when passengers are late getting out from appointments. Operators report the time that passengers are there and on board – not the time the bus arrives for pick up. Another factor is the increase in passengers boarding with mobility devices.
- C. Ramp Events recorded on the fixed-route system for the October and November 2012 time periods were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for October and November 2012 were reviewed. Ridership is slowly growing with a year to date increase of 2.4%.
- B. Driver Appreciation Winners – Ms. Burdick reported that Robin March was the December winner, and Mark Romero was the January winner.
- C. Customer Service Reports – Customer telephone contacts were presented for November and December. There were 46 customer contacts that generated a customer service complaint form for follow-up by the appropriate department.

There were 10 commendations. The total number of telephone calls answered during this period was 12,160.

- D. CCCTA Website User Information - Staff provided website user statistics for November and December 2012. Ms. Burdick also included a report that identifies the top 50 pages users are viewing.

Upcoming Agenda Suggestions

Ms. Burdick suggested that committee members check the Metropolitan Transportation Commission website if they are interested in commenting on the update of the coordinated Public Health/Human Services Transportation Plan.

Adjournment

The meeting was adjourned at 10:50 AM.

The next meeting was scheduled for Friday, March 8, 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	48	29	0	0	49	35	0	0	44	22	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	359	253	1	0	684	472	3	0	245	137	1	0	424	262	0	0

3,044 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

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

SUMMARY	DECEMBER FY 11/12	DECEMBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	11,487	10,219	75,080	71,369
2 TOTAL ATTENDANTS	845	716	5,967	5,036
3 TOTAL COMPANIONS	60	71	461	430
4 TOTAL PASSENGERS	12,392	11,006	81,508	76,835
5 TOTAL SERVICE DAYS	30	30	179	180
6 VEHICLE REVENUE HOURS	6,332	5,324	39,682	37,258
7 VEHICLE SERVICE HOURS	7,907	6,841	48,586	46,483
8 VEHICLE NON REV HOURS	1,575	1,365	8,854	8,921
9 VEHICLE SERVICE MILES	118,740	108,540	755,201	724,964
10 VEHICLE REVENUE MILES	99,423	89,446	635,379	597,560
11 VEHICLE NON REV MILES	22,414	19,094	131,062	127,404
12 PASS. PER REVENUE HOUR	1.96	2.07	2.05	2.06
13 CLIENT PER REVENUE HOUR	1.81	1.92	1.89	1.92
14 PASS. PER SERVICE HOUR	1.57	1.61	1.68	1.65
15 PASS. PER SERVICE MILE	0.10	0.10	0.11	0.11
16 PASS. PER REVENUE MILE	0.12	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	851	864	5,639	5,648
18 SAME DAY TRIPS	224	223	1,435	1,022
19 SUBSCRIPTION TRIPS	7,430	8,282	48,279	43,999
20 DEMAND	3,946	6,220	26,215	34,040
21 FAREBOX REVENUE	\$12,945.50	\$10,867.70	\$82,879.50	\$75,590.91
22 PREPAID CLIENTS	\$10,653.00	\$9,416.00	\$71,227.00	\$62,321.00
23 COLLECTED BILLING	\$46,114.30	\$40,268.00	\$179,692.30	\$177,212.00
24 TOTAL REVENUE COLLECTED	\$69,712.80	\$60,551.70	\$333,798.80	\$315,123.91
25 CHARGEABLE ACCIDENTS	1	0	3	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	1	1	8	4
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	15	12
30 DRIVER TURNOVER	0.0	0.0	4.9%	6.0
31 SCHEDULE ADHERENCE	92%	76%	100%	92%
32 WHEELCHAIR BOARDING'S	3,034	2,917	20,092	19,125
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	10,785	5,486	N/A	NA
35 UNDUPLICATED CLIENTS	1,142	1,053	N/A	NA
36 NO-SHOWS	49	67	373	344
37 CANCELS	3,195	1,352	12,918	11,094
38 AVG. TRIP LENGTH (MILES)	9.6	9.9	9.3	9.4
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	17,616	14,628	108,884	102,231
42 FLEET M.P.G.	6.7	7.4	6.9	7.1

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

SUMMARY	JANUARY FY 11/12	JANUARY FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	11,850	11,950	86,930	83,319
2 TOTAL ATTENDANTS	766	779	6,733	5,815
3 TOTAL COMPANIONS	65	65	526	495
4 TOTAL PASSENGERS	12,681	12,794	94,189	89,629
5 TOTAL SERVICE DAYS	30	30	209	210
6 VEHICLE REVENUE HOURS	6,413	6,236	46,095	44,245
7 VEHICLE SERVICE HOURS	7,834	7,710	56,420	55,061
8 VEHICLE NON REV HOURS	1,421	1,474	10,275	10,504
9 VEHICLE SERVICE MILES	122,618	119,037	877,819	844,001
10 VEHICLE REVENUE MILES	100,691	98,755	736,070	696,315
11 VEHICLE NON REV MILES	22,414	21,863	153,476	149,267
12 PASS. PER REVENUE HOUR	1.98	2.05	2.04	2.03
13 CLIENT PER REVENUE HOUR	1.85	1.92	1.89	1.88
14 PASS. PER SERVICE HOUR	1.62	1.66	1.67	1.63
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	992	904	6,631	6,552
18 SAME DAY TRIPS	217	207	1,652	1,229
19 SUBSCRIPTION TRIPS	7,905	6,487	56,184	50,486
20 DEMAND	3,838	5,439	30,053	39,479
21 FAREBOX REVENUE	\$12,276.00	\$11,924.30	\$95,155.50	\$87,515.21
22 PREPAID CLIENTS	\$8,943.00	\$8,711.00	\$80,170.00	\$71,032.00
23 COLLECTED BILLING	\$16,866.00	\$54,880.00	\$196,558.30	\$232,092.00
24 TOTAL REVENUE COLLECTED	\$38,085.00	\$75,515.30	\$371,883.80	\$390,639.21
25 CHARGEABLE ACCIDENTS	0	1	3	1
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	1	2	9	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	3	16	15
30 DRIVER TURNOVER	1.2	0.0	4.5%	6.0
31 SCHEDULE ADHERENCE	94%	77%	99%	83%
32 WHEELCHAIR BOARDING'S	3,108	2,867	23,200	21,992
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	10,887	6,403	N/A	NA
35 UNDUPLICATED CLIENTS	1,300	1,096	N/A	NA
36 NO-SHOWS	48	38	421	382
37 CANCELS	2,939	1,636	15,857	12,730
38 AVG. TRIP LENGTH (MILES)	9.7	9.3	9.3	9.4
39 AVG. SM BUSES IN SERVICE	3	8	NA	8
40 AVG. BUSES IN SERVICE	48	55	NA	55
41 TOTAL FUEL/GALLONS	15,660	14,261	124,544	116,492
42 FLEET M.P.G.	7.8	8.3	7.0	7.2

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
December 2012 - Fixed Route Boardings	250,346	Revenue Hours - December 12	17,194	Weekdays - December 12	20	Fiscal 2013 YTD	1,618,712
		December 11	17,178	December 11	21		
Bus Bridge		Revenue Miles - December 12	189,149	Saturdays - December 12	5	Fiscal 2012YTD	1,580,476
Special Event (WC Marathon)	163	December 11	190,430	December 11	5		
				Sundays - December 12	5		
				December 11	4		
December 2012 Total Boardings	250,509	Passengers per Mile	1.3	Total Days - 2012	30	YTD Trend	2.4%
December 2011 Total Boardings	244,632	Passengers per Hour	14.57	2011	30	Monthly Trend	2.4%

December 2012 Fixed Route Passenger Total						December 2012	December 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,504			6,504	325	12.6
2	Rudgear / Walnut Creek	1,193			1,193	60	6.7
4	Walnut Creek Downtown Shuttle	18,352	3,152	2,476	23,980	918	26.7
4H **	Walnut Creek Extended Holiday Service	512	578		1,090	28	9.3
5	Creekside / Walnut Creek	1,310			1,310	66	6.6
6	Lafayette / Moraga / Orinda	7,184	462	281	7,927	359	11.3
7	Shadelands / Pleasant Hill / Walnut Creek	3,900			3,900	195	6.1
9	DVC / Walnut Creek	10,469			10,469	523	12.7
10	Concord / Clayton Rd	19,576			19,576	979	20.4
11	Treat Blvd / Oak Grove	5,269			5,269	263	14.2
14	Monument Blvd	11,910			11,910	596	15.2
15	Treat Boulevard	9,731			9,731	487	16.0
16	Alhambra Ave / Monument Blvd	13,153			13,153	658	12.9
17	Olivera/Solano / Salvio / North Concord	4,092			4,092	205	11.1
18	Amtrak / Merello / Pleasant Hill	8,638			8,638	432	13.8
19	Amtrak / Pacheco Blvd / Concord	2,418			2,418	121	8.7
20	DVC / Concord	21,495			21,495	1,075	23.2
21	Walnut Creek / San Ramon Transit Center	11,227			11,227	561	11.5
25	Lafayette / Walnut Creek	1,113			1,113	56	4.8
28	North Concord / Martinez	5,718			5,718	286	9.5
35	Dougherty Valley	7,200			7,200	360	11.1
36	San Ramon / Dublin	4,651			4,651	233	8.7
91X	Concord Commuter Express	705			705	35	9.8
92X	Ace Shuttle Express	3,077			3,077	154	19.0
93X	Kirker Pass Express	2,972			2,972	149	11.8
95X	San Ramon / Danville Express	2,698			2,698	135	13.4
96X	Bishop Ranch Express	9,348			9,348	467	14.8
97X	Bishop Ranch Express	1,685			1,685	84	8.5
98X	Martinez Express	6,729			6,729	336	12.6
250 *	Gael Rail Service	31	56	39	126	4	1.3
260 *	Cal State East Bay / Concord Bart	44			44	3	0.7
301	Rossmoor / John Muir Medical Center		293	286	579	0	6.7
310	Concord Bart / Clayton Rd / Kirker Pass		1,897	1,409	3,305	0	24.5
311	Concord / Oak Grove / Treat Blvd / WC		1,076	921	1,998	0	13.2
314	Clayton Rd / Monument Blvd / PH		3,190	2,210	5,400	0	19.8
315	Concord / Willow Pass / Landana		316	179	496	0	7.1
316	Alhambra / Merello / Pleasant Hill		1,802	1,233	3,035	0	15.2
320	DVC / Concord		998	710	1,708	0	13.7
321	San Ramon / Walnut Creek		1,255	936	2,191	0	11.0
600's	Select Service	21,684			21,684	1,446	29.6
TOTALS		224,590	15,075	10,681	250,346	11,229	14.6

* 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	
January 2013 - Fixed Route Boardings	275,450	Revenue Hours - January 2013	18,390	Weekdays - January 13	22	Fiscal 2013 YTD	1,894,162	
Bus Bridge		January 2012	17,455	January 12	21			
Special Event		Revenue Miles - January 2013	206,632	Saturdays - January 13	4	Fiscal 2012YTD	1,838,847	
		January 2012	194,499	January 12	4			
				Sundays - January 13	4			
				January 12	5			
January 2013 Total Boardings	275,450	Passengers per Mile	1.3	Total Days - 2012	30	YTD Trend	3.0%	
January 2012 Total Boardings	258,371	Passengers per Hour	14.98	2011	30	Monthly Trend	6.6%	

January 2012 Fixed Route Passenger Total							January 2013	January 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour	
1	Rossmoor / Shadelands	7,520			7,520	342	12.9	
2	Rudgear / Walnut Creek	1,428			1,428	65	7.3	
4	Walnut Creek Downtown Shuttle	18,901	2,138	1,524	22,563	859	24.1	
5	Creekside / Walnut Creek	1,714			1,714	78	7.8	
6	Lafayette / Moraga / Orinda	9,286	379	304	9,968	422	13.4	
7	Shadelands / Pleasant Hill / Walnut Creek	4,746			4,746	216	6.8	
9	DVC / Walnut Creek	12,127			12,127	551	13.3	
10	Concord / Clayton Rd	22,349			22,349	1,016	21.2	
11	Treat Blvd / Oak Grove	6,341			6,341	288	15.5	
14	Monument Blvd	13,801			13,801	627	15.8	
15	Treat Boulevard	10,959			10,959	498	16.3	
16	Alhambra Ave / Monument Blvd	14,192			14,192	645	12.4	
17	Olivera/Solano / Salvio / North Concord	5,133			5,133	233	12.5	
18	Amtrak / Merello / Pleasant Hill	9,823			9,823	447	14.2	
19	Amtrak / Pacheco Blvd / Concord	3,072			3,072	140	10.1	
20	DVC / Concord	25,895			25,895	1,177	25.1	
21	Walnut Creek / San Ramon Transit Center	12,604			12,604	573	11.8	
25	Lafayette / Walnut Creek	1,260			1,260	57	5.0	
28	North Concord / Martinez	6,497			6,497	295	9.8	
35	Dougherty Valley	8,235			8,235	374	11.5	
36	San Ramon / Dublin	5,487			5,487	249	9.4	
91X	Concord Commuter Express	852			852	39	10.8	
92X	Ace Shuttle Express	4,201			4,201	191	16.1	
93X	Kirker Pass Express	4,695			4,695	213	15.0	
95X	San Ramon / Danville Express	3,800			3,800	173	17.2	
96X	Bishop Ranch Express	10,847			10,847	493	15.7	
97X	Bishop Ranch Express	2,415			2,415	110	11.4	
98X	Martinez Express	7,654			7,654	348	13.1	
250 *	Gael Rail Service	71	104	86	261	8	2.9	
260 *	Cal State East Bay / Concord Bart	289			289	19	5.3	
301	Rossmoor / John Muir Medical Center		288	203	491	0	7.1	
310	Concord Bart / Clayton Rd / Kirker Pass		1,444	1,220	2,664	0	23.8	
311	Concord / Oak Grove / Treat Blvd / WC		846	673	1,518	0	12.5	
314	Clayton Rd / Monument Blvd / PH		2,380	1,703	4,083	0	18.7	
315	Concord / Willow Pass / Landana		218	154	372	0	6.9	
316	Alhambra / Merello / Pleasant Hill		1,380	838	2,218	0	13.7	
320	DVC / Concord		820	502	1,323	0	13.4	
321	San Ramon / Walnut Creek		1,051	686	1,737	0	10.9	
600's	Select Service	20,316			20,316	923	28.3	
TOTALS		256,510	11,048	7,892	275,450	11,660	15.0	

* Data from Link ** Seasonal Route

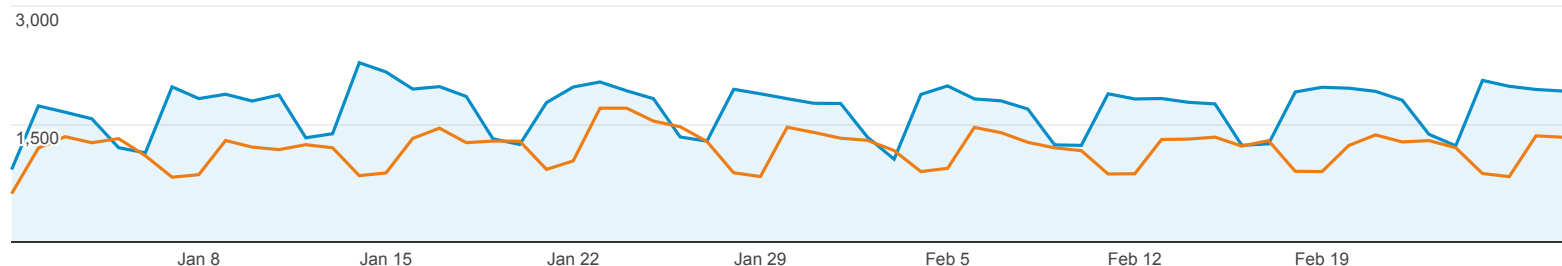
Visitor Report

change in % of visits: +0.00%

Report Tab

Metric Group

Jan 1, 2013 - Feb 28, 2013: Visits
Jan 1, 2012 - Feb 29, 2012: Visits



Visits
40.07%
99,998 vs 71,391

Unique Visitors
29.10%
43,100 vs 33,386

Pageviews
28.22%
279,737 vs 218,171

Avg. Visit Duration
-2.60%
00:02:51 vs 00:02:56

Pages / Visit
-8.46%
2.80 vs 3.06

Visitor Type	Mobile (Including Tablet)	Visits	Unique Visitors	Pageviews	Avg. Visit Duration	Pages / Visit
1. Returning Visitor	Yes					
Jan 1, 2013 - Feb 28, 2013		41,621	8,221	105,733	00:02:49	2.54
Jan 1, 2012 - Feb 29, 2012		21,226	4,600	53,381	00:02:35	2.51
% Change		96.08%	78.72%	98.07%	9.13%	1.01%
2. Returning Visitor	No					
Jan 1, 2013 - Feb 28, 2013		23,417	7,787	67,509	00:02:56	2.88
Jan 1, 2012 - Feb 29, 2012		22,606	8,051	70,920	00:02:58	3.14
% Change		3.59%	-3.28%	-4.81%	-1.17%	-8.11%
3. New Visitor	No					
Jan 1, 2013 - Feb 28, 2013		21,111	21,081	68,713	00:03:02	3.25
Jan 1, 2012 - Feb 29, 2012		20,900	20,868	73,183	00:03:13	3.50
% Change		1.01%	1.02%	-6.11%	-5.42%	-7.05%
4. New Visitor	Yes					
Jan 1, 2013 - Feb 28, 2013		13,849	13,840	37,782	00:02:35	2.73
Jan 1, 2012 - Feb 29, 2012		6,659	6,654	20,687	00:03:06	3.11
% Change		107.97%	108.00%	82.64%	-16.41%	-12.18%

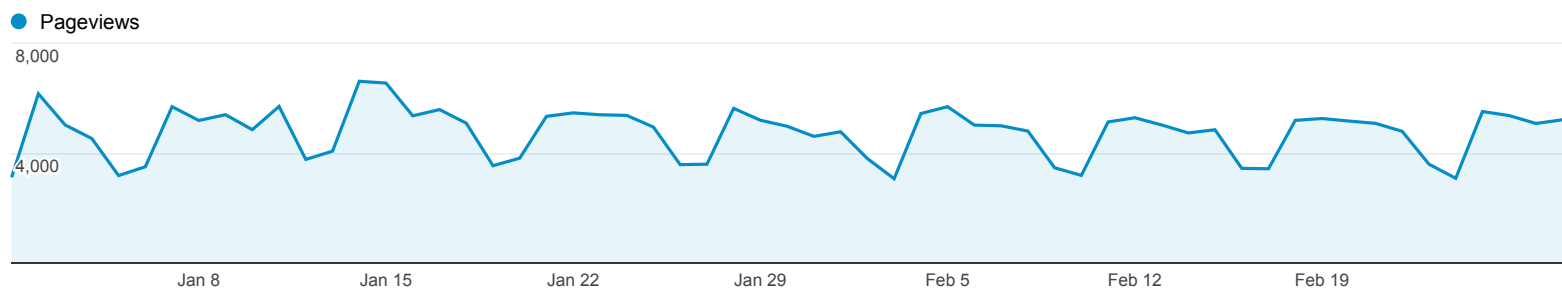
Rows 1 - 4 of 4

Pages

100.00% of pageviews

Explorer

Site Usage



Pageviews 279,737 % of Total: 100.00% (279,737)	Unique Pageviews 206,258 % of Total: 100.00% (206,258)	Avg. Time on Page 00:01:35 Site Avg: 00:01:35 (0.00%)	Entrances 99,984 % of Total: 100.00% (99,984)	Bounce Rate 43.46% Site Avg: 43.46% (0.00%)	% Exit 35.74% Site Avg: 35.74% (0.00%)	Page Value \$0.00 % of Total: 0.00% (\$0.00)
--	---	--	--	--	---	---

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
1. /	64,523	44,156	00:01:10	39,983	29.60%	28.78%	\$0.00
2. /maps-schedules/	33,541	21,456	00:00:56	18,519	18.74%	18.56%	\$0.00
3. /mobile-schedules/	22,673	13,832	00:00:39	3,251	21.75%	10.71%	\$0.00
4. /schedule/6/	9,239	8,022	00:05:42	5,116	85.46%	77.67%	\$0.00
5. /fares/	6,830	5,293	00:01:27	1,066	54.88%	32.28%	\$0.00
6. /schedule/18/	6,658	5,399	00:02:28	1,571	71.23%	48.42%	\$0.00
7. /schedule/98X/	6,571	5,563	00:03:36	3,026	86.55%	63.80%	\$0.00
8. /schedule/9/	6,490	5,305	00:03:10	1,511	72.80%	52.60%	\$0.00
9. /schedule/20/	5,970	4,990	00:02:42	1,629	76.12%	57.25%	\$0.00
10. /schedule/16/	5,201	4,219	00:02:35	1,038	72.54%	47.66%	\$0.00
11. /schedule/15/	5,061	4,147	00:02:59	1,295	75.98%	55.46%	\$0.00
12. /schedule/10/	4,832	3,859	00:03:19	1,058	76.65%	54.70%	\$0.00
13. /schedule/21/	4,809	3,916	00:02:52	984	72.87%	51.38%	\$0.00
14. /schedule/14/	3,972	3,260	00:02:49	938	70.36%	48.34%	\$0.00
15. /schedule/96X/	3,780	2,961	00:02:42	917	70.34%	47.25%	\$0.00
16. /schedule/4/	3,699	3,130	00:03:23	1,893	79.71%	68.45%	\$0.00
17. /schedule/11/	3,584	2,930	00:02:13	658	69.00%	42.02%	\$0.00
18. /schedule/35/	3,500	2,763	00:03:44	1,258	72.50%	54.26%	\$0.00
19. /schedule/316/	3,317	2,677	00:03:04	758	70.45%	52.13%	\$0.00
20. /schedule/28/	3,126	2,478	00:02:59	665	76.24%	49.81%	\$0.00
21. /how-to-ride/	3,002	2,302	00:00:42	83	38.55%	10.59%	\$0.00
22. /schedule/314/	2,755	2,255	00:02:42	591	72.25%	51.14%	\$0.00
23. /schedule/95X/	2,275	1,822	00:01:40	383	61.62%	33.63%	\$0.00
24. /drive/	2,210	1,820	00:02:11	600	30.60%	51.54%	\$0.00

24.	/driver-login/	2,210	1,239	00:03:11	699	30.62%	51.54%	\$0.00
25.	/schedule/320/	2,106	1,767	00:02:55	533	80.49%	52.61%	\$0.00
26.	/schedule/7/	2,049	1,650	00:02:26	365	75.62%	44.17%	\$0.00
27.	/schedule/1/	2,005	1,514	00:02:48	262	64.50%	39.40%	\$0.00
28.	/schedule/321/	1,996	1,644	00:03:03	427	78.45%	54.16%	\$0.00
29.	/schedule/310/	1,926	1,628	00:03:18	402	77.61%	60.49%	\$0.00
30.	/schedule/19/	1,918	1,452	00:01:44	219	65.30%	29.82%	\$0.00
31.	/maps-schedules/600-select-service/	1,872	800	00:01:19	76	55.26%	21.47%	\$0.00
32.	/about/	1,817	1,441	00:00:40	134	22.39%	15.85%	\$0.00
33.	/schedule/36/	1,786	1,368	00:02:21	300	72.67%	42.22%	\$0.00
34.	/schedule/17/	1,777	1,483	00:02:23	482	81.95%	52.22%	\$0.00
35.	/schedule/311/	1,706	1,360	00:02:24	290	75.52%	44.20%	\$0.00
36.	/schedule/93X/	1,693	1,337	00:02:40	455	75.82%	49.68%	\$0.00
37.	/about/real-time-bus-tracker/	1,431	882	00:01:39	61	44.26%	32.08%	\$0.00
38.	/schedule/97X/	1,336	1,059	00:02:13	280	64.29%	40.27%	\$0.00
39.	/link/	1,250	998	00:01:00	453	49.45%	32.08%	\$0.00
40.	/schedule/2/	1,194	1,013	00:02:20	274	81.39%	51.59%	\$0.00
41.	/fares/where-to-buy/	1,108	818	00:01:39	191	61.78%	37.18%	\$0.00
42.	/schedule/92X/	1,099	849	00:02:19	240	67.92%	39.40%	\$0.00
43.	/schedule/5/	1,094	929	00:02:01	192	79.17%	43.51%	\$0.00
44.	/public-meetings/	988	804	00:00:37	53	56.60%	15.38%	\$0.00
45.	/bus-tracker/	971	671	00:01:18	598	37.79%	36.56%	\$0.00
46.	/?force=desktop	939	742	00:01:08	139	23.02%	20.87%	\$0.00
47.	/fares/clipper-card/	938	799	00:00:55	99	46.46%	30.60%	\$0.00
48.	/how-to-ride/paying-your-fare/	837	713	00:01:35	57	64.91%	19.59%	\$0.00
49.	/about/jobs/	794	600	00:01:06	163	62.58%	49.24%	\$0.00
50.	/schedule/25/	664	531	00:01:45	88	69.32%	34.34%	\$0.00

Rows 1 - 50 of 2288

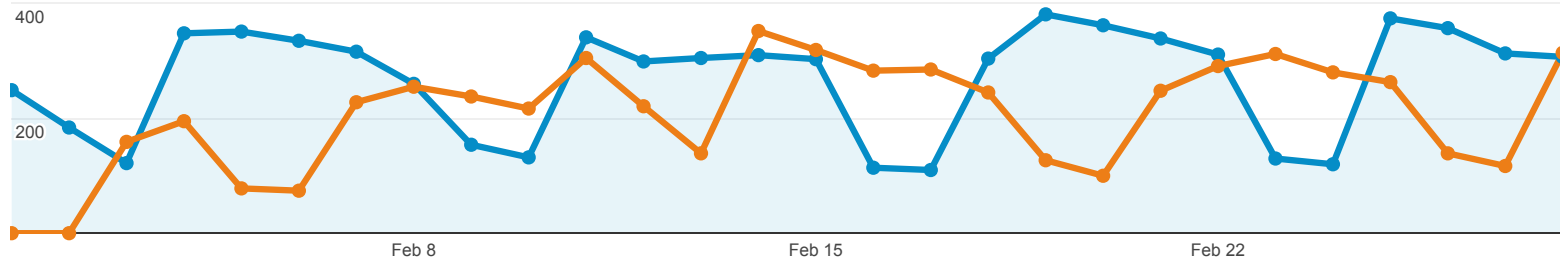
Overview

change in % of visits: +0.00%

Explorer

Site Usage

Feb 1, 2013 - Feb 28, 2013: Visits
Jan 1, 2013 - Jan 31, 2013: Visits



Visits
13.10%
7,531 vs 6,659

Pages / Visit
-6.25%
4.27 vs 4.56

Avg. Visit Duration
-3.29%
00:05:50 vs 00:06:02

% New Visits
-10.84%
20.90% vs 23.44%

Bounce Rate
8.27%
32.23% vs 29.76%

Mobile (Including Tablet)

	Visits	Pages / Visit	Avg. Visit Duration	% New Visits	Bounce Rate
1. Yes					
Feb 1, 2013 - Feb 28, 2013	6,037	4.13	00:05:52	18.45%	35.15%
Jan 1, 2013 - Jan 31, 2013	5,075	4.24	00:05:55	20.57%	33.36%
% Change	18.96%	-2.44%	-0.77%	-10.30%	5.37%
2. No					
Feb 1, 2013 - Feb 28, 2013	1,494	4.83	00:05:43	30.79%	20.41%
Jan 1, 2013 - Jan 31, 2013	1,584	5.58	00:06:26	32.64%	18.24%
% Change	-5.68%	-13.44%	-11.13%	-5.67%	11.89%