

# County Connection

2477 Arnold Industrial Way    Concord, CA 94520-5326    (925) 676-7500    countyconnection.com

## ADVISORY COMMITTEE MEETING AGENDA

**Friday, November 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 September 13, 2013\*
4. Public Comments
5. Update - Free Mid-Day Fare Program
6. ADA – Monthly Reports
  - a. ADA Certification and Recertification Reports\*
  - b. LINK Monthly Operating Reports – August & September 2013\*
  - c. Ramp Events\*
7. Fixed Route – Monthly Reports
  - a. Fixed Route Ridership Reports- August & September 2013\*
  - b. Driver Appreciation Winners – September – Jason Savage, October – Sophia Morris
  - c. Customer Service Report – September & October 2013
  - d. Website User Information – September & October 2013\*
8. Upcoming Agenda Suggestions

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\*Enclosure

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

9. Committee Member Communications

a. Representation and Attendance Log

10. Adjournment – Next Meeting – January 10, 2014

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.countyconnection.com](http://www.countyconnection.com).

Accessible Public Meetings: Upon request, County Connection 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 County Connection 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](mailto:madrigal@cccta.org).

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location 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, Nov. 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, Wednesday, Dec. 4, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, Sept. 13, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, Dec. 5, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, Dec. 13, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

**The above meeting schedules are subject to change. Please check the Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.**

**This agenda is posted on County Connection’s Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

# *County Connection*

## Advisory Committee

### Summary Minutes

Meeting of September 13, 2013

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

Members present were: Eileen Vonk

Staff present: Mary Burdick (CCCTA), Sandra Ramos and Alvaro Sayong (LINK)

Guest: Erling Horn, County Connection Board Chair, Ralph Hoffmann

### **Approval of Agenda**

### **Approval of the Minutes of May 10, 2013**

The minutes were approved.

### **Public Comment**

County Connection Board member Erling Horn announced that he would be stepping down as the Board Chair. He thanked the Committee and stated that he enjoyed attending the meetings of the Advisory Committee. Ralph Hoffmann announced that nominations for the Eileen Lubkin Award (sponsored by Senior Mobility Action Council) were still open. He also commented that he thought the benches on the trolley buses were hard and slippery.

### **Free Mid-Day Fare Program**

Mary Burdick reported that both the MP&L Committee and the A&F Committee approved reinstating the free mid-day fare program for senior and disabled passengers, and in August, the Board of Directors also approved the recommendation. Staff expects implementation to take place with the Winter service bid on December 22, 2013.

### **Board Workshop for Paratransit Service**

The Director of Transportation was not able to attend the meeting to provide an update on the recent Board workshop.

The workshop provided an opportunity for the Board to explore alternative service models for paratransit service. County Connection is in the final option year with First Transit and will need to go out for bid in 2014 for this service. Staff will seek direction from the Board regarding incorporating preferred options into a Request For Proposal that will define the scope of services to be provided.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for July and August were reviewed without comment.

- B. LINK monthly operating reports for April through July were reviewed. Eileen Vonk described an unsatisfactory experience that took place about 2 weeks prior that involved a seriously late pick-up, compounded by an operator who was not familiar with the service area and got lost due to the GPS not working. Mr. Sayong apologized, noting that for a variety of reasons, they are currently short on drivers and are recruiting.
- C. Ramp Events recorded on the fixed-route system for the fiscal year 2013 were reviewed without comment.

**Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for June and July. The year-end fixed-route ridership increased by 4%. Ridership in July 2013 is 3.1% higher than in July 2012.
- B. Driver Appreciation Winners – July – Anthony Crayton; August – June Owens.
- C. Customer Service Reports – Customer telephone contacts were presented for July and August 2013. There were 109 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. There were 12 commendations. The total number of telephone calls answered during this period was 13,078.
- D. CCCTA Website User Information - Staff provided website user statistics for July and August 2013. Ms. Burdick also included a report that identifies the number of people using Bus Tracker directly from a bookmark, rather than clicking through from the agency website. Bus Tracker usage seems to be leveling off.

**Upcoming Agenda Suggestions**

None

**Adjournment**

The meeting was adjourned at 10:30 AM.

The next meeting scheduled for Friday, November 8, 2013.

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

\_\_\_\_\_  
Date

**ADA CERTIFICATION and RECERTIFICATION  
FY 2014**

MONTH	FY 2014				FY 2013				FY 2014				FY 2013			
	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	81	54	0	0	55	37	1	0	54	37	0	0	34	19	0	0
AUG	65	51	0	0	53	35	0	0	34	16	0	0	37	24	0	0
SEPT	74	53	0	0	51	35	1	0	43	26	0	0	30	20	0	0
OCT	66	44	0	0	55	45	0	0	27	17	0	0	34	15	1	0
NOV					41	29	0	0					32	17	0	0
DEC					62	46	0	0					32	19	0	0
JAN					48	29	0	0					44	22	0	0
FEB					42	25	0	0					41	29	0	0
MAR					57	43	0	0					31	15	0	0
APR					53	37	2	1					35	20	0	0
MAY					58	44	1	0					35	17	0	0
JUN					51	36	0	0					50	34	0	0
<b>TOTAL</b>					626	441	5	1					435	251	1	0

**3,000 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)**

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
SEPTEMBER FY 13/14**

SUMMARY	SEPTEMBER FY 12/13	SEPTEMBER FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,762	12,211	35,850	37,456
2 TOTAL ATTENDANTS	907	832	2,613	2,498
3 TOTAL COMPANIONS	65	58	222	194
4 TOTAL PASSENGERS	12,734	13,101	38,685	40,148
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,375	5,976	19,898	18,774
7 VEHICLE SERVICE HOURS	7,856	7,462	24,460	23,754
8 VEHICLE NON REV HOURS	1,481	1,486	4,562	4,979
9 VEHICLE SERVICE MILES	116,002	122,980	359,433	376,324
10 VEHICLE REVENUE MILES	95,101	101,619	293,573	308,258
11 VEHICLE NON REV MILES	20,901	21,361	65,860	68,066
12 PASS. PER REVENUE HOUR	2.00	2.19	1.94	2.14
13 CLIENT PER REVENUE HOUR	1.85	2.04	1.80	2.00
14 PASS. PER SERVICE HOUR	1.62	1.76	1.58	1.69
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	915	1,203	2,833	3,405
18 SAME DAY TRIPS	113	233	461	604
19 SUBSCRIPTION TRIPS	6,278	5,712	20,025	18,248
20 DEMAND	5,496	6,502	15,948	19,212
21 FAREBOX REVENUE	\$12,524.96	\$5,955.93	\$38,811.27	\$31,500.11
22 PREPAID CLIENTS	\$9,787.50	\$6,634.00	\$31,967.50	\$26,142.50
23 COLLECTED BILLING	\$59,976.00	\$23,704.00	\$106,982.00	\$70,074.00
24 TOTAL REVENUE COLLECTED	\$82,288.46	\$36,293.93	\$177,760.77	\$127,716.61
25 CHARGEABLE ACCIDENTS	0	1	0	3
26 SERVICE COMPLAINTS	0	1	0	4
27 SERVICE COMMENDATIONS	0	2	0	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	4	9
30 DRIVER TURNOVER	0%	0%	5%	0%
31 SCHEDULE ADHERENCE	67%	86%	78%	87%
32 WHEELCHAIR BOARDING'S	2,376	3,205	9,218	11,294
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,399	6,614	NA	NA
35 UNDUPLICATED CLIENTS	1,270	1,086	NA	NA
36 NO-SHOWS	56	74	143	210
37 CANCELS	1,392	2,662	6,647	6,242
38 AVG. TRIP LENGTH (MILES)	9.1	9.4	9.3	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,651	16,660	53,072	53,812
42 FLEET M.P.G.	7.0	7.4	6.8	7.0

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**AUGUST FY 13/14**

SUMMARY	AUGUST FY 12/13	AUGUST FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	12,454	12,491	24,088	25,245
2 TOTAL ATTENDANTS	921	834	1,706	1,666
3 TOTAL COMPANIONS	68	53	157	136
4 TOTAL PASSENGERS	13,443	13,378	25,951	27,047
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	7,001	6,394	13,523	12,798
7 VEHICLE SERVICE HOURS	8,631	8,125	16,604	16,291
8 VEHICLE NON REV HOURS	1,630	1,731	3,081	3,493
9 VEHICLE SERVICE MILES	123,719	126,190	243,431	253,344
10 VEHICLE REVENUE MILES	100,851	102,629	198,472	206,639
11 VEHICLE NON REV MILES	22,868	23,561	44,959	46,705
12 PASS. PER REVENUE HOUR	1.92	2.09	1.92	2.11
13 CLIENT PER REVENUE HOUR	1.78	1.95	1.78	1.97
14 PASS. PER SERVICE HOUR	1.56	1.65	1.56	1.66
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	946	1,008	1,918	2,202
18 SAME DAY TRIPS	165	185	348	371
19 SUBSCRIPTION TRIPS	7,100	6,150	13,747	12,536
20 DEMAND	5,446	6,344	10,452	12,710
21 FAREBOX REVENUE	\$13,323.29	\$12,881.14	\$26,286.31	\$25,544.18
22 PREPAID CLIENTS	\$10,434.00	\$9,252.00	\$22,180.00	\$19,508.50
23 COLLECTED BILLING	\$5,664.00	\$40,334.00	\$47,006.00	\$46,370.00
24 TOTAL REVENUE COLLECTED	\$29,421.29	\$62,467.14	\$95,472.31	\$91,422.68
25 CHARGEABLE ACCIDENTS	0	0	0	2
26 SERVICE COMPLAINTS	0	1	0	3
27 SERVICE COMMENDATIONS	0	5	0	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	3	4
30 DRIVER TURNOVER	4.9	0%	4.9	0%
31 SCHEDULE ADHERENCE	76%	85%	86%	98%
32 WHEELCHAIR BOARDING'S	3,598	4,570	6,842	8,089
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,710	6,724	NA	NA
35 UNDUPLICATED CLIENTS	1,399	1,283	NA	NA
36 NO-SHOWS	47	62	87	136
37 CANCELS	3,386	1,890	5,255	3,580
38 AVG. TRIP LENGTH (MILES)	9.2	9.4	9.4	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	20,090	19,241	36,421	37,151
42 FLEET M.P.G.	6.2	6.6	6.7	6.8





## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** September 12, 2013

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for August 2013

#### 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 2014		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	273,605		
Average Weekday	11,315	10,527	
Pass/Rev Hour	15.1	14.2	Standard Goal > 17.0
Missed Trips	0.12%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	22,397	24,818	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in August (11,315 passengers) than July (9,740 passengers). Average weekday ridership was higher compared to August of last year (10,776 passengers). Passengers per hour in August was 15.1, an increase from 13.3 in July but greater than August 2012 when passengers per hour was 14.5.

The percentage of missed trips in August was 0.12%. An increase from the prior month (0.05%). The YTD average is 0.08% missed trips.

The number of miles between roadcalls was 22,397 miles in August, lower than the prior month in which there were 29,113 miles between roadcalls. The 12 month average is 24,818 miles between roadcalls.

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

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>August 2013 - Fixed Route Boardings</b>	273,605	Revenue Hours - August 2013	18,080	Weekdays - August 13	22	Fiscal 2014 YTD	508,436	Fiscal 2013 YTD	495,638
Bus Bridge		August 2012	18,496	August 12	23				
Special Event(s)		Revenue Miles - August 2013	200,092	Saturdays - August 13	5				
		August 2012	207,973	August 12	4				
				Sundays - August 13	4				
				August 12	4				
<b>August 2013 Total Boardings</b>	<b>273,605</b>	<b>Passengers per Mile</b>	<b>1.4</b>	<b>Total Days - 2013</b>	<b>31</b>	<b>YTD Trend</b>	<b>2.6%</b>		
<b>August 2012 Total Boardings</b>	<b>267,952</b>	<b>Passengers per Hour</b>	<b>15.13</b>	<b>2012</b>	<b>31</b>	<b>Monthly Trend</b>	<b>2.1%</b>		

August 2013 Fixed Route Passenger Total						August 2013 Weekday Average	August 2013 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,822			6,822	310	11.8
2	Rudgear / Walnut Creek	1,209			1,209	55	6.2
4	Walnut Creek Downtown Shuttle	21,954	3,022	1,873	26,849	998	28.2
5	Creekside / Walnut Creek	1,708			1,708	78	7.8
6	Lafayette / Moraga / Orinda	6,959	406	280	7,645	316	10.1
7	Shadelands / Pleasant Hill / Walnut Creek	5,264			5,264	239	7.3
9	DVC / Walnut Creek	12,239			12,239	556	13.3
10	Concord / Clayton Rd	22,992			22,992	1,045	21.8
11	Treat Blvd / Oak Grove	6,098			6,098	277	14.6
14	Monument Blvd	13,670			13,670	621	15.7
15	Treat Boulevard	10,098			10,098	459	14.9
16	Alhambra Ave / Monument Blvd	14,960			14,960	680	13.1
17	Olivera/Solano / Salvio / North Concord	5,508			5,508	250	13.4
18	Amtrak / Merello / Pleasant Hill	9,382			9,382	426	13.4
19	Amtrak / Pacheco Blvd / Concord	3,019			3,019	137	9.9
20	DVC / Concord	26,792			26,792	1,218	25.5
21	Walnut Creek / San Ramon Transit Center	13,086			13,086	595	12.0
25	Lafayette / Walnut Creek	1,534			1,534	70	6.1
28	North Concord / Martinez	6,876			6,876	313	10.3
35	Dougherty Valley	8,980			8,980	408	12.6
36	San Ramon / Dublin	5,049			5,049	229	8.4
91X	Concord Commuter Express	980			980	45	11.1
92X	Ace Shuttle Express	4,833			4,833	220	18.6
93X	Kirker Pass Express	5,029			5,029	229	16.1
95X	San Ramon / Danville Express	3,593			3,593	163	16.2
96X	Bishop Ranch Express	12,710			12,710	578	17.5
97X	Bishop Ranch Express	2,650			2,650	120	11.6
98X	Martinez Express	9,034			9,034	411	15.5
250 *	Gael Rail Service	33	25	25	83	17	3.8
301	Rossmoor / John Muir Medical Center		395	185	580	0	7.2
310	Concord Bart / Clayton Rd / Kirker Pass		2,140	1,516	3,656	0	28.9
311	Concord / Oak Grove / Treat Blvd / WC		1,301	747	2,048	0	15.1
314	Clayton Rd / Monument Blvd / PH		3,395	2,137	5,532	0	22.5
315	Concord / Willow Pass / Landana		295	98	393	0	6.5
316	Alhambra / Merello / Pleasant Hill		1,668	995	2,664	0	14.6
320	DVC / Concord		1,187	747	1,934	0	17.1
321	San Ramon / Walnut Creek		1,380	866	2,246	0	12.2
600's	Select Service	5,859			5,859	266	26.9
<b>TOTALS</b>		<b>248,922</b>	<b>15,214</b>	<b>9,468</b>	<b>273,605</b>	<b>11,315</b>	<b>15.1</b>

\* Data from Link    \*\* Seasonal Route

### Agenda Item 7.a

**TO:** O&S Committee

**DATE:** October 24, 2013

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for September 2013

#### 1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

<u>Title</u>	<b>FY 2014</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	294,594		
Average Weekday	13,514	11,523	
Pass/Rev Hour	16.8	15.1	Standard Goal > 17.0
Missed Trips	0.16%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	21,863	24,880	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership was higher in September (13,514 passengers) than August (11,315 passengers). Average weekday ridership was slightly higher compared to September of last year (13,151 passengers). Passengers per hour in September was 16.8, an increase from 15.1 in August but less than September 2012 when passengers per hour was 17.0.

The percentage of missed trips in September was 0.16%. An increase from the prior month (0.12%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 21,863 miles in September, lower than the prior month in which there were 22,397 miles between roadcalls. The 12 month average is 24,880 miles between roadcalls.

**MONTHLY BOARDINGS  
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>September 2013 - Fixed Route Boardings</b>	294,594	Revenue Hours - September 2013	17,542	Weekdays - September 13	20	Fiscal 2014 YTD	803,030	
		September 2012	16,305	September 12	19			
Bus Bridge		Revenue Miles - September 2013	190,622	Saturdays - September 13	4	Fiscal 2013 YTD	773,468	
Special Event(s)		September 2012	180,703	September 12	5			
				Sundays - September 13	5			
				September 12	5			
<b>September 2013 Total Boardings</b>	<b>294,594</b>	<b>Passengers per Mile</b>	<b>1.5</b>	<b>Total Days - 2013</b>	<b>29</b>	<b>YTD Trend</b>	<b>3.8%</b>	
<b>September 2012 Total Boardings</b>	<b>277,831</b>	<b>Passengers per Hour</b>	<b>16.79</b>	<b>2012</b>	<b>29</b>	<b>Monthly Trend</b>	<b>6.0%</b>	

September 2013 Fixed Route Passenger Total						September 2013	September 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,395			6,395	320	12.1
2	Rudgear / Walnut Creek	1,297			1,297	65	7.3
4	Walnut Creek Downtown Shuttle	18,456	2,279	2,232	22,967	923	26.1
4H **	Walnut Creek Extended Holiday Service	0			0	0	
5	Creekside / Walnut Creek	1,581			1,581	79	7.9
6	Lafayette / Moraga / Orinda	10,563	684	558	11,805	528	17.1
7	Shadelands / Pleasant Hill / Walnut Creek	4,618			4,618	231	6.9
9	DVC / Walnut Creek	12,525			12,525	626	14.9
10	Concord / Clayton Rd	23,079			23,079	1,154	24.1
11	Treat Blvd / Oak Grove	6,580			6,580	329	17.0
14	Monument Blvd	13,026			13,026	651	16.5
15	Treat Boulevard	11,307			11,307	565	18.4
16	Alhambra Ave / Monument Blvd	14,887			14,887	744	14.4
17	Olivera/Solano / Salvio / North Concord	5,736			5,736	287	15.2
18	Amtrak / Merello / Pleasant Hill	10,881			10,881	544	16.9
19	Amtrak / Pacheco Blvd / Concord	2,974			2,974	149	10.8
20	DVC / Concord	27,731			27,731	1,387	28.3
21	Walnut Creek / San Ramon Transit Center	12,881			12,881	644	12.6
25	Lafayette / Walnut Creek	1,581			1,581	79	6.9
28	North Concord / Martinez	7,154			7,154	358	11.8
35	Dougherty Valley	9,591			9,591	480	14.8
36	San Ramon / Dublin	5,127			5,127	256	9.2
91X	Concord Commuter Express	832			832	42	9.5
92X	Ace Shuttle Express	4,598			4,598	230	19.4
93X	Kirker Pass Express	4,766			4,766	238	16.8
95X	San Ramon / Danville Express	3,416			3,416	171	17.0
96X	Bishop Ranch Express	11,872			11,872	594	18.1
97X	Bishop Ranch Express	2,578			2,578	129	11.9
98X	Martinez Express	9,175			9,175	459	17.3
250 *	Gael Rail Service	271	252	222	745	34	8.0
260 *	Cal State East Bay / Concord Bart	106			106	35	4.1
301	Rossmoor / John Muir Medical Center		265	337	601	0	7.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,717	1,931	3,648	0	28.9
311	Concord / Oak Grove / Treat Blvd / WC		958	1,022	1,980	0	14.6
314	Clayton Rd / Monument Blvd / PH		2,477	2,495	4,972	0	20.3
315	Concord / Willow Pass / Landana		218	205	422	0	7.0
316	Alhambra / Merello / Pleasant Hill		1,423	1,391	2,814	0	15.2
320	DVC / Concord		836	815	1,651	0	14.7
321	San Ramon / Walnut Creek		1,084	915	1,999	0	10.5
600's	Select Service	24,697			24,697	1,235	25.8
<b>TOTALS</b>		<b>270,278</b>	<b>12,193</b>	<b>12,123</b>	<b>294,594</b>	<b>13,514</b>	<b>16.8</b>

\* Data from Link    \*\* Seasonal Route

http://cccta.org - http://cccta.org  
cccta.org

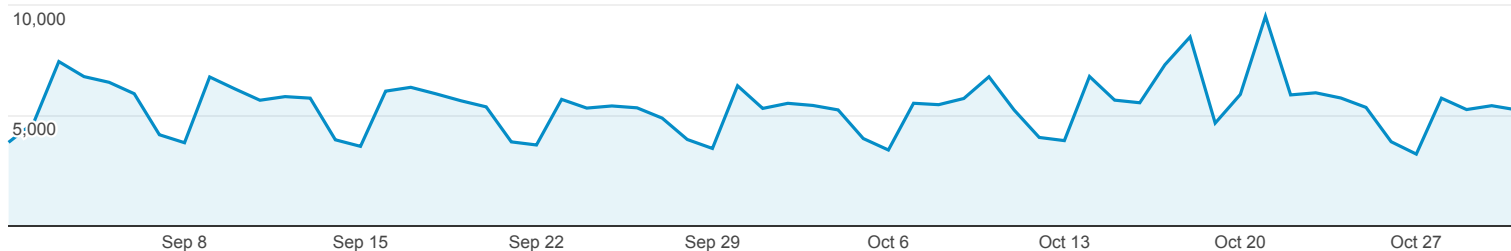
## Pages

Sep 1, 2013 - Oct 31, 2013

All Visits  
100.00%

### Explorer

Pageviews



Sep 8 Sep 15 Sep 22 Sep 29 Oct 6 Oct 13 Oct 20 Oct 27

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	<b>329,850</b> % of Total: 100.00% (329,850)	<b>238,522</b> % of Total: 100.00% (238,522)	<b>00:01:37</b> Site Avg: 00:01:37 (0.00%)	<b>114,864</b> % of Total: 100.00% (114,864)	<b>43.57%</b> Site Avg: 43.57% (0.00%)	<b>34.82%</b> Site Avg: 34.82% (0.00%)	<b>\$0.00</b> % of Total: 0.00% (\$0.00)
1. /	<b>70,287</b>	45,588	00:01:11	40,234	23.12%	24.42%	\$0.00
2. /maps-schedules/	<b>38,761</b>	24,592	00:01:01	20,891	20.68%	20.02%	\$0.00
3. /mobile-schedules/	<b>30,423</b>	17,953	00:00:39	3,781	27.06%	10.66%	\$0.00
4. /schedule/6/	<b>10,951</b>	9,550	00:05:22	6,046	85.51%	76.93%	\$0.00
5. /schedule/18/	<b>7,911</b>	6,419	00:02:40	2,339	69.35%	49.63%	\$0.00
6. /fares/	<b>7,763</b>	5,875	00:01:28	1,226	50.24%	30.81%	\$0.00
7. /schedule/9/	<b>7,562</b>	6,264	00:02:53	2,290	74.67%	53.64%	\$0.00
8. /schedule/98X/	<b>7,445</b>	6,200	00:03:14	3,402	82.80%	61.17%	\$0.00
9. /schedule/20/	<b>6,876</b>	5,754	00:02:49	2,071	76.73%	57.64%	\$0.00
10. /schedule/16/	<b>6,129</b>	4,975	00:02:44	1,391	72.47%	48.88%	\$0.00
11. /schedule/15/	<b>6,095</b>	4,828	00:02:52	1,434	69.46%	49.71%	\$0.00
12. /schedule/10/	<b>5,735</b>	4,637	00:03:07	1,467	74.16%	55.19%	\$0.00
13. /schedule/21/	<b>5,381</b>	4,321	00:02:53	1,360	69.71%	49.60%	\$0.00
14. /schedule/11/	<b>4,822</b>	3,889	00:02:17	945	72.28%	42.29%	\$0.00
15. /schedule/14/	<b>4,741</b>	3,901	00:02:51	1,169	71.86%	48.62%	\$0.00
16. /schedule/96X/	<b>4,578</b>	3,626	00:03:00	1,702	68.68%	52.64%	\$0.00
17. /schedule/4/	<b>4,422</b>	3,692	00:03:45	2,252	78.37%	66.62%	\$0.00
18. /schedule/35/	<b>4,282</b>	3,384	00:02:52	1,576	74.87%	54.32%	\$0.00
19. /schedule/316/	<b>4,108</b>	3,305	00:02:57	1,059	72.80%	51.75%	\$0.00
20. /schedule/28/	<b>3,695</b>	2,917	00:03:16	910	70.00%	48.82%	\$0.00

21.	<a href="#">/bart-strike-contingency-plan/</a>	<b>3,578</b>	2,414	00:03:53	1,102	66.33%	50.17%	\$0.00
22.	<a href="#">/how-to-ride/</a>	<b>3,472</b>	2,665	00:00:39	134	32.09%	10.14%	\$0.00
23.	<a href="#">/maps-schedules/600-select-service/</a>	<b>3,373</b>	1,289	00:01:11	125	45.60%	19.24%	\$0.00
24.	<a href="#">/schedule/314/</a>	<b>3,274</b>	2,689	00:03:03	821	72.35%	54.03%	\$0.00
25.	<a href="#">/schedule/93X/</a>	<b>2,752</b>	2,106	00:03:18	794	71.91%	49.49%	\$0.00
26.	<a href="#">/schedule/17/</a>	<b>2,484</b>	2,011	00:02:38	551	78.04%	47.99%	\$0.00
27.	<a href="#">/schedule/7/</a>	<b>2,382</b>	1,902	00:02:54	495	70.51%	45.05%	\$0.00
28.	<a href="#">/schedule/321/</a>	<b>2,302</b>	1,930	00:02:27	576	73.44%	54.26%	\$0.00
29.	<a href="#">/schedule/95X/</a>	<b>2,285</b>	1,829	00:01:31	400	68.75%	36.46%	\$0.00
30.	<a href="#">/schedule/1/</a>	<b>2,283</b>	1,699	00:02:57	394	69.54%	42.36%	\$0.00
31.	<a href="#">/schedule/310/</a>	<b>2,211</b>	1,888	00:02:57	540	78.15%	59.25%	\$0.00
32.	<a href="#">/schedule/311/</a>	<b>2,161</b>	1,746	00:02:21	371	69.27%	43.27%	\$0.00
33.	<a href="#">/schedule/19/</a>	<b>2,079</b>	1,627	00:01:57	244	67.21%	31.17%	\$0.00
34.	<a href="#">/schedule/320/</a>	<b>2,062</b>	1,702	00:02:52	463	73.87%	47.53%	\$0.00
35.	<a href="#">/about/</a>	<b>1,934</b>	1,570	00:00:33	91	31.87%	15.93%	\$0.00
36.	<a href="#">/schedule/36/</a>	<b>1,909</b>	1,471	00:02:27	339	69.03%	40.49%	\$0.00
37.	<a href="#">/driver-login/</a>	<b>1,595</b>	933	00:02:31	494	40.28%	48.21%	\$0.00
38.	<a href="#">/schedule/97X/</a>	<b>1,569</b>	1,220	00:02:46	436	61.93%	41.87%	\$0.00
39.	<a href="#">/link/</a>	<b>1,507</b>	1,155	00:00:59	532	44.92%	28.87%	\$0.00
40.	<a href="#">/?force=desktop</a>	<b>1,394</b>	1,022	00:00:59	140	40.00%	20.73%	\$0.00
41.	<a href="#">/about/jobs/</a>	<b>1,358</b>	962	00:01:41	288	67.01%	53.39%	\$0.00
42.	<a href="#">/fares/where-to-buy/</a>	<b>1,351</b>	1,013	00:02:04	169	66.86%	38.19%	\$0.00
43.	<a href="#">/public-meetings/</a>	<b>1,280</b>	1,019	00:00:27	63	26.98%	10.55%	\$0.00
44.	<a href="#">/schedule/5/</a>	<b>1,265</b>	1,019	00:02:15	219	69.41%	40.87%	\$0.00
45.	<a href="#">/schedule/92X/</a>	<b>1,175</b>	902	00:02:01	269	67.29%	37.02%	\$0.00
46.	<a href="#">/maps-schedules/route-250-st-marys-college-gael-rail-shuttle-schedule/</a>	<b>1,169</b>	839	00:02:13	443	68.62%	47.39%	\$0.00
47.	<a href="#">/fares/clipper-card/</a>	<b>1,094</b>	937	00:01:08	118	44.07%	28.79%	\$0.00
48.	<a href="#">/schedule/2/</a>	<b>1,090</b>	885	00:01:57	225	80.44%	41.38%	\$0.00
49.	<a href="#">/schedule/25/</a>	<b>985</b>	782	00:01:59	104	66.35%	35.63%	\$0.00
50.	<a href="#">/how-to-ride/paying-your-fare/</a>	<b>983</b>	806	00:01:19	58	62.07%	18.41%	\$0.00

http://cccta.org - http://cccta.org  
cccta.org

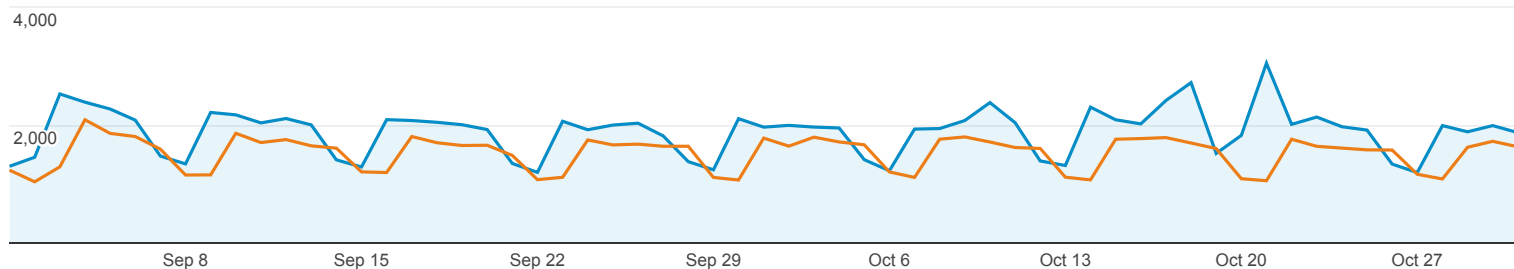
# Visitor Report

Sep 1, 2013 - Oct 31, 2013  
Compare to: Sep 1, 2012 - Oct 31, 2012

All Visits  
+0.00%

Report Tab

Sep 1, 2013 - Oct 31, 2013: Visits  
Sep 1, 2012 - Oct 31, 2012: Visits



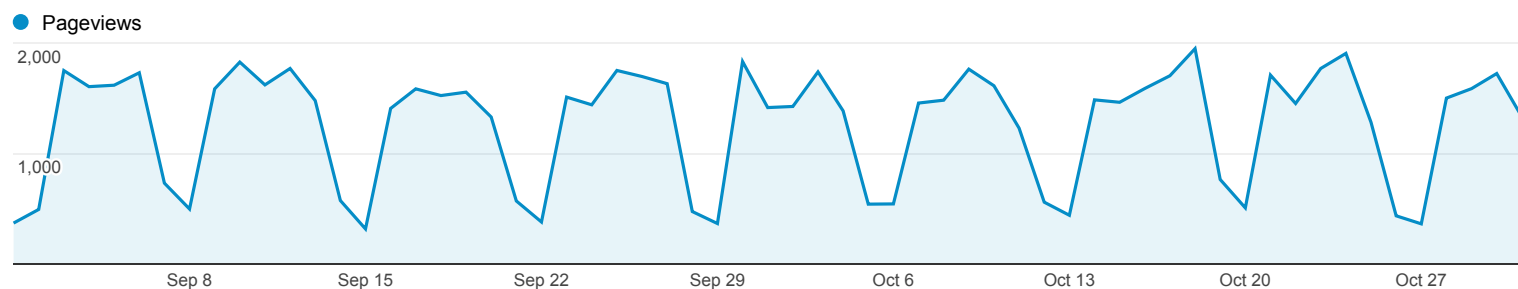
Visitor Type	Mobile (Including Tablet)	Visits	Unique Visitors	Pageviews	Avg. Visit Duration	Pages / Visit
		<b>23.92%</b> 114,886 vs 92,713	<b>24.34%</b> 48,360 vs 38,893	<b>20.34%</b> 329,850 vs 274,089	<b>4.88%</b> 00:03:01 vs 00:02:52	<b>2.88%</b> 2.87 vs 2.96
1. <b>Returning Visitor</b>	Yes					
Sep 1, 2013 - Oct 31, 2013		<b>54,862</b>	10,993	141,716	00:02:57	2.58
Sep 1, 2012 - Oct 31, 2012		<b>35,762</b>	7,090	91,901	00:02:40	2.57
<b>% Change</b>		<b>53.41%</b>	<b>55.05%</b>	<b>54.21%</b>	<b>10.20%</b>	<b>0.52%</b>
2. <b>New Visitor</b>	No					
Sep 1, 2013 - Oct 31, 2013		<b>21,751</b>	21,718	72,451	00:03:14	3.33
Sep 1, 2012 - Oct 31, 2012		<b>21,547</b>	21,509	75,169	00:03:10	3.49
<b>% Change</b>		<b>0.95%</b>	<b>0.97%</b>	<b>-3.62%</b>	<b>2.17%</b>	<b>-4.52%</b>
3. <b>Returning Visitor</b>	No					
Sep 1, 2013 - Oct 31, 2013		<b>20,609</b>	7,758	64,265	00:03:05	3.12
Sep 1, 2012 - Oct 31, 2012		<b>25,066</b>	8,250	74,358	00:02:51	2.97
<b>% Change</b>		<b>-17.78%</b>	<b>-5.96%</b>	<b>-13.57%</b>	<b>8.01%</b>	<b>5.12%</b>
4. <b>New Visitor</b>	Yes					
Sep 1, 2013 - Oct 31, 2013		<b>17,664</b>	17,635	51,418	00:02:53	2.91
Sep 1, 2012 - Oct 31, 2012		<b>10,338</b>	10,324	32,661	00:03:01	3.16
<b>% Change</b>		<b>70.86%</b>	<b>70.82%</b>	<b>57.43%</b>	<b>-4.66%</b>	<b>-7.86%</b>

Sep 1, 2013 - Oct 31, 2013

Pages

All Visits  
100.00%

Explorer



Page Title	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	<b>77,200</b> % of Total: 100.00% (77,200)	<b>46,790</b> % of Total: 100.00% (46,790)	<b>00:02:11</b> Site Avg: 00:02:11 (0.00%)	<b>19,153</b> % of Total: 100.00% (19,153)	<b>36.54%</b> Site Avg: 36.54% (0.00%)	<b>24.81%</b> Site Avg: 24.81% (0.00%)	<b>\$0.00</b> % of Total: 0.00% (\$0.00)
1. <a href="#">CCCTA   Bus Tracker</a>	<b>14,640</b>	10,811	00:00:32	9,910	24.88%	23.51%	\$0.00
2. <a href="#">CCCTA Map</a>	<b>4,983</b>	3,306	00:03:14	735	67.89%	41.84%	\$0.00
3. <a href="#">--- - Estimated Arrival Times</a>	<b>2,977</b>	2,592	00:00:51	277	47.29%	15.62%	\$0.00
4. <a href="#">BISHOP RANCH 1 (NORTH) - Estimated Arrival Times</a>	<b>1,785</b>	792	00:03:16	277	60.29%	33.95%	\$0.00
5. <a href="#">CHEVRON SAN RAMON (NORTH) - Estimated Arrival Times</a>	<b>1,663</b>	951	00:04:30	502	56.97%	47.93%	\$0.00
6. <a href="#">Select Stop</a>	<b>1,577</b>	1,064	00:00:19	123	24.39%	5.20%	\$0.00
7. <a href="#">Select Route</a>	<b>1,454</b>	935	00:00:22	332	14.76%	8.67%	\$0.00
8. <a href="#">Select Direction</a>	<b>1,291</b>	909	00:00:13	77	10.39%	3.10%	\$0.00
9. <a href="#">BISHOP RANCH 1 - ETA</a>	<b>1,181</b>	344	00:03:47	229	38.43%	25.32%	\$0.00
10. <a href="#">SOUTH MAIN ST + CREEKSIDE DR (NORTH) - Estimated Arrival Times</a>	<b>849</b>	288	00:03:31	46	50.00%	21.08%	\$0.00
11. <a href="#">BISHOP RANCH 1 (SOUTH) - Estimated Arrival Times</a>	<b>733</b>	252	00:02:11	149	48.32%	26.74%	\$0.00
12. <a href="#">SUNSET DR + BISHOP DR (NORTH) - Estimated Arrival Times</a>	<b>703</b>	338	00:04:28	121	37.19%	30.87%	\$0.00
13. <a href="#">BART WALNUT CREEK (NORTH) - Estimated Arrival Times</a>	<b>687</b>	494	00:02:15	136	65.44%	28.24%	\$0.00
14. <a href="#">BART WALNUT CREEK (SOUTH) - Estimated Arrival Times</a>	<b>620</b>	459	00:02:13	76	42.11%	22.42%	\$0.00
15. <a href="#">SAN RAMON TRANSIT CENTER (NORTH) - Estimated Arrival Times</a>	<b>594</b>	451	00:02:23	78	28.21%	20.71%	\$0.00
16. <a href="#">DANVILLE PARK AND RIDE (NORTH) - Estimated Arrival Times</a>	<b>588</b>	250	00:03:27	96	34.38%	24.66%	\$0.00



17.	VILLAGE PKWY + ELMWOOD DR (SOUTH) - Estimated Arrival Times	583	262	00:07:11	258	68.60%	44.43%	\$0.00
18.	BISHOP RANCH 1 - Estimated Arrival Times	553	277	00:05:42	137	54.74%	42.13%	\$0.00
19.	CHEVRON SAN RAMON - ETA	451	143	00:04:11	60	45.00%	28.16%	\$0.00
20.	MORELLO AVE + VILLAGE OAKS DR (SOUTH) - Estimated Arrival Times	432	16	00:00:38	6	33.33%	2.08%	\$0.00
21.	CREEKSIDE DR + QUAIL CT - Estimated Arrival Times	420	108	00:01:58	53	16.98%	14.29%	\$0.00
22.	CLAYTON RD + FRY WAY (WEST) - Estimated Arrival Times	418	100	00:01:50	79	51.90%	20.33%	\$0.00
23.	PACHECO BLVD + CAROLOS DR - Estimated Arrival Times	415	149	00:05:35	4	50.00%	15.66%	\$0.00
24.	- Estimated Arrival Times	405	328	00:00:58	27	29.63%	17.53%	\$0.00
25.	MUIR RD + GLACIER DR (SOUTH) - Estimated Arrival Times	385	95	00:03:19	53	54.72%	18.70%	\$0.00
26.	BART DUBLIN_PLEASANTON (NORTH) - Estimated Arrival Times	379	302	00:00:48	21	47.62%	13.19%	\$0.00
27.	CONTRA COSTA BLVD BETWEEN SUN VALLEY + VIKING (NORTH) - Estimated Arrival Times	366	152	00:02:40	63	41.27%	22.13%	\$0.00
28.	PACHECO BLVD + CAROLOS DR (SOUTH) - Estimated Arrival Times	363	134	00:07:59	45	44.44%	23.14%	\$0.00
29.	OLIVERA RD + GRANT ST (EAST) - Estimated Arrival Times	326	62	00:03:32	21	66.67%	13.80%	\$0.00
30.	BART CONCORD (EAST) - Estimated Arrival Times	325	273	00:01:11	27	55.56%	19.38%	\$0.00
31.	SUNSET DR + BISHOP DR - Estimated Arrival Times	324	126	00:03:47	81	44.44%	31.17%	\$0.00
32.	SOUTH MAIN ST + CREEKSIDE DR - Estimated Arrival Times	321	118	00:02:32	16	62.50%	19.63%	\$0.00
33.	MORELLO AVE + MIDHILL RD (NORTH) - Estimated Arrival Times	317	28	00:01:11	5	20.00%	5.68%	\$0.00
34.	CHEVRON SAN RAMON - Estimated Arrival Times	312	131	00:04:07	61	42.62%	32.69%	\$0.00
35.	BISHOP RANCH 15 (NORTH) - Estimated Arrival Times	292	81	00:02:59	43	25.58%	16.44%	\$0.00
36.	CAMINO RAMON + BALDWIN AVE (NORTH) - Estimated Arrival Times	291	116	00:01:31	15	13.33%	7.22%	\$0.00
37.	BART WALNUT CREEK (EAST) - Estimated Arrival Times	289	185	00:02:15	13	15.38%	12.11%	\$0.00
38.	BART WALNUT CREEK - ETA	280	131	00:03:06	58	37.93%	28.57%	\$0.00
39.	SHADELANDS DR + N WIDGET - Estimated Arrival Times	266	52	00:04:10	49	40.82%	19.17%	\$0.00
40.	CREEKSIDE DR + NEAR CT (NORTH) - Estimated Arrival Times	264	76	00:02:06	35	22.86%	16.29%	\$0.00
41.	BART PLEASANT HILL (Clockwise) - Estimated Arrival Times	262	140	00:01:40	6	50.00%	12.98%	\$0.00
42.	BOLLINGER CANYON RD + S WEDGEWOOD RD (SOUTH) - Estimated Arrival Times	258	98	00:02:23	78	23.08%	18.60%	\$0.00
43.	BART WALNUT CREEK - Estimated Arrival Times	254	178	00:01:58	36	44.44%	25.98%	\$0.00
44.	NORTH CALIFORNIA BLVD + BONANZA ST (SOUTH) - Estimated Arrival Times	241	57	00:01:46	16	31.25%	14.52%	\$0.00
45.	BUCHANAN RD + HARBOR DR (WEST) - Estimated Arrival Times	236	128	00:04:12	74	31.08%	35.17%	\$0.00
46.	SAN RAMON VALLEY BLVD + RIDGELAND DR - Estimated Arrival Times	220	8	00:00:41	2	50.00%	2.27%	\$0.00
47.	BART CONCORD (WEST) - Estimated Arrival Times	219	175	00:01:38	34	44.12%	25.11%	\$0.00
48.	CLAYTON RD + CLAYCORD AVE - Estimated Arrival Times	200	86	00:03:13	37	51.35%	28.50%	\$0.00
49.	3158 DANVILLE BLVD (NORTH) - Estimated Arrival	199	168	00:00:25	16	43.75%	15.58%	\$0.00

49.	Times	195	105	00:04:29	10	46.67%	32.31%	\$0.00
50.	CONTRA COSTA BLVD + GOLF CLUB RD (SOUTH) - Estimated Arrival Times	195	105	00:04:29	30	46.67%	32.31%	\$0.00

Rows 1 - 50 of 1911

## FY2014 Advisory Committee ATTENDANCE LOG

JURISDICTION - NAME	Expires	JUL	SEP	NOV	JAN	MAR	MAY
CLAYTON - Vacant							
CONCORD- Eileen Vonk	Dec-13	<b>X</b>	<b>P</b>				
CC COUNTY -Vacant							
DANVILLE - Vacant							
LAFAYETTE- Vacant							
MARTINEZ- Cary Kennerley	Oct-14	<b>X</b>	<b>E</b>				
MORAGA - Vacant							
ORINDA - David Libby	Feb-14	<b>X</b>	<b>E</b>				
PLEASANT HILL - David Loyd	Dec. 13	<b>X</b>	<b>U</b>				
SAN RAMON - Vacant							
WALNUT CREEK - Maureen Murphy	Mar-14	<b>X</b>	<b>E</b>				

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