

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, July 8, 2014
2:00 p.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 May 13, 2014*
4. Public Comments
5. FY2015 Marketing – The Faces Of County Connection*
6. ADA – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports – April/May 2014*
 - c. Ramp Events*
7. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports - April and May 2014*
 - b. Driver Appreciation Winners – June- Sophia Morris, July -
 - c. Website User Information – May/June 2014*
8. Upcoming Agenda Suggestions – Lamorinda Service Study

*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 – September 8, 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.

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, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

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, July 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	TBA, 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, September 9, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, August 7, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	TBA, Pleasant Hill City Office, Community Room

The above meeting schedules are subject to change. Please check the Website (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) and at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California

County Connection

Advisory Committee

Summary Minutes

Meeting of May13, 2014

The meeting was called to order at 2:00 PM.

Members present were: David Loyd, Cary Kennerly, and Eileen Vonk

Staff present: Mary Burdick, Kathy Casenave, Alvaro Sayong, and Pam Rutheford (LINK)

Guest: Ralph Hoffmann

Approval of Agenda

The agenda was approved.

Approval of the Minutes of March 7, 2014

The minutes were approved.

Public Comment

Ralph Hoffmann announced a recent article was published on the “glacial meltdown”. He also noted that with the unusually high number of Spare The Air days he did not see an increase in riders. Finally, he reported that construction on Contra Costa Blvd. would impact County Connection bus service.

FY2014 Operating and Capital Budget

Kathy Casenave presented the FY2015 final draft operating and capital budget for fixed route and paratransit service. The proposed operating budget is \$34,693,212 - an increase of 4.8%, and the capital budget is \$22,336,478 – an increase of 15.1%. Key points that she highlighted were:

- Biggest increase from the FY2014 budget is in wages, primarily due to filling positions that have been vacant in both transportation and maintenance.
- Fuel costs are currently under budget, but are expected to increase by \$375,000 in FY2015.
- Paratransit operating costs are expected to be about the same.

The 10-Year forecast is the most optimistic it’s been in several years. While a lot can happen, the current forecast reflects a TDA reserve of about \$11 million in 2023, which represents approximately 3 months of expenses.

Creation of a County Connection “CoCo Pass”

Ms. Burdick provided a report that outlines County Connection wish to introduce an annual pass that will be sold to employers, developers, and neighborhood associations. Cities and counties are focused on including trip reduction strategies in their plans to comply with new transit oriented development requirements. Creating an annual pass gives us

something to offer Cities, employers and developers who are looking for traffic reduction options. The Administration and Finance Committee will recommend that we introduce the program in a limited way – offering no more than three contracts, with a minimum of 50 passes purchased at the annual cost of \$140 each.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for March and April 2014 were reviewed without comment.
- B. LINK monthly operating reports for February and March 2014 were reviewed. The number of subscription trips continues to grow.
- C. Ramp Events recorded on the fixed-route system for February and March 2014 were reviewed without comment.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for February and March 2014 were reviewed. Average weekday riders are relatively flat over previous month/year ridership.
- B. Driver Appreciation Winners – There was no drawing in March, and Sophia Morris was the winner in April.
- C. Customer Service Reports – Customer telephone contacts were presented for March and April 2014. There were 89 customer contacts that generated a customer service complaint form for follow-up by the appropriate department. The total number of telephone calls answered during this period was 10,450.
- D. CCCTA Website User Information - Staff provided website user statistics for March and April 2014.

Advisory Committee Meeting Change

Ms. Burdick distributed a photo of the conference room available in the Pleasant Hill office of Cary Kennerly, which appears to be of adequate size for this committee should the group decide to change to a more central location. The group decided to stay in Concord for the time being.

Upcoming Agenda Items

FY2015 Budget and the final service change recommendations would be on the next agenda.

Adjournment

The meeting was adjourned at 3:10 PM.

The next meeting scheduled for Tuesday, July 8, 2014.

Mary Burdick, Manager of Customer Service

Date

To: Advisory Committee

Date: July 1, 2014

From: Mary Burdick, Manager of Customer Service

Reviewed by:

Subject: Faces of County Connection

Summary:

The marketing department has embarked a FACES of County Connection campaign that will celebrate employees and riders. The campaign will include illustrations and photos as well as “selfies” contributed by riders. The campaign will be promoted using exterior and interior ad space, its own webpage, and will provide content for facebook, instagram, and twitter. Riders who contribute photos will be eligible to win monthly prizes. Promotion expenses related to the FACES campaign in 2014 include additional illustrations, professional photography, interior and exterior bus ad printing.

**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	63	41	0	0	41	29	0	0	25	10	0	0	32	17	0	0
DEC	44	29	1	0	62	46	0	0	36	22	0	0	32	19	0	0
JAN	48	31	0	0	48	29	0	0	35	19	0	0	44	22	0	0
FEB	46	24	0	0	42	25	0	0	22	12	0	0	41	29	0	0
MAR	45	29	0	0	57	43	0	0	20	15	1	1	31	15	0	0
APR	39	21	0	0	53	37	2	1	35	25	0	0	35	20	0	0
MAY	55	30	0	0	58	44	1	0	25	9	0	0	35	17	0	0
JUN	38	25	2	0	51	36	0	0	36	16	0	0	50	34	0	0
TOTAL	664	432	3	0	626	441	5	1	392	224	1	1	435	251	1	0

2,788 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

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

SUMMARY	APRIL FY 12/13	APRIL FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	12,636	13,221	119,546	124,518
2 TOTAL ATTENDANTS	842	713	8,133	7,544
3 TOTAL COMPANIONS	70	80	714	676
4 TOTAL PASSENGERS	13,548	14,014	128,393	132,738
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	6,190	6,589	61,869	61,845
7 VEHICLE SERVICE HOURS	7,727	8,126	76,982	77,307
8 VEHICLE NON REV HOURS	1,537	1,537	14,962	15,463
9 VEHICLE SERVICE MILES	127,461	127,539	1,212,725	1,233,135
10 VEHICLE REVENUE MILES	106,258	105,993	1,004,763	1,015,261
11 VEHICLE NON REV MILES	21,203	21,546	207,962	217,874
12 PASS. PER REVENUE HOUR	2.19	2.13	2.08	2.15
13 CLIENT PER REVENUE HOUR	2.04	2.01	1.93	2.01
14 PASS. PER SERVICE HOUR	1.75	1.72	1.67	1.72
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	1055	1,263	9,523	11,538
18 SAME DAY TRIPS	105	84	1,629	1,482
19 SUBSCRIPTION TRIPS	6,594	7,072	71,462	60,782
20 DEMAND	6,040	6,157	57,806	63,836
21 FAREBOX REVENUE	\$13,489.24	\$ 12,575.50	\$125,838.80	\$120,524.85
22 PREPAID CLIENTS	\$10,607.50	\$ 8,484.00	\$101,108.50	\$92,889.39
23 COLLECTED BILLING	\$32,200.00	\$ 24,338.00	\$299,558.00	\$242,276.00
24 TOTAL REVENUE COLLECTED	\$56,296.74	\$ 45,397.50	\$526,505.30	\$455,690.24
25 CHARGEABLE ACCIDENTS	0	0	1	5
26 SERVICE COMPLAINTS	0	0	0	12
27 SERVICE COMMENDATIONS	4	1	10	18
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	22	32
30 DRIVER TURNOVER	1%	1.2%	10.8%	11.8%
31 SCHEDULE ADHERENCE	84%	89%	87%	101%
32 WHEELCHAIR BOARDING'S	2,493	3,310	30,056	35,143
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,771	7,195	NA	N/A
35 UNDUPLICATED CLIENTS	1,253	1,188	NA	N/A
36 NO-SHOWS	92	95	583	754
37 CANCELS	1,717	1,398	17,506	17,971
38 AVG. TRIP LENGTH (MILES)	9.4	9.1	9.4	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	15,859	16,937	163,561	170,724
42 FLEET M.P.G.	8.0	7.5	7.4	7.2

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

SUMMARY	MAY FY 12/13	MAY FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	13,282	12,778	132,828	137,296
2 TOTAL ATTENDANTS	877	732	9,010	8,276
3 TOTAL COMPANIONS	60	68	774	744
4 TOTAL PASSENGERS	14,219	13,578	142,612	146,316
5 TOTAL SERVICE DAYS	30	30	329	329
6 VEHICLE REVENUE HOURS	6,395	6,385	68,263	68,230
7 VEHICLE SERVICE HOURS	8,049	7,922	85,031	85,230
8 VEHICLE NON REV HOURS	1,654	1,537	16,616	16,999
9 VEHICLE SERVICE MILES	132,408	128,360	1,345,133	1,361,495
10 VEHICLE REVENUE MILES	109,908	106,641	1,114,671	1,121,902
11 VEHICLE NON REV MILES	22,500	21,719	230,462	239,593
12 PASS. PER REVENUE HOUR	2.22	2.13	2.09	2.14
13 CLIENT PER REVENUE HOUR	2.08	2.00	1.95	2.01
14 PASS. PER SERVICE HOUR	1.77	1.71	1.68	1.72
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	1244	1,190	10,767	12,728
18 SAME DAY TRIPS	150	103	1,779	1,585
19 SUBSCRIPTION TRIPS	8,972	6,907	80,434	67,689
20 DEMAND	7,995	5,868	65,801	69,704
21 FAREBOX REVENUE	\$13,943.05	\$ 12,543.49	\$139,781.85	\$133,068.34
22 PREPAID CLIENTS	\$7,840.00	\$ 7,283.00	\$108,948.50	\$100,172.39
23 COLLECTED BILLING	\$23,064.00	\$ 20,700.00	\$322,622.00	\$262,976.00
24 TOTAL REVENUE COLLECTED	\$44,847.05	\$ 40,526.49	\$571,352.35	\$496,216.73
25 CHARGEABLE ACCIDENTS	0	1	1	6
26 SERVICE COMPLAINTS	1	3	1	15
27 SERVICE COMMENDATIONS	4	0	14	18
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	4	23	36
30 DRIVER TURNOVER	0%	1.2%	10.8%	13.0%
31 SCHEDULE ADHERENCE	85%	87%	98%	87%
32 WHEELCHAIR BOARDING'S	4,577	3,229	34,633	38,372
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,156	6,979	NA	N/A
35 UNDUPLICATED CLIENTS	1,313	1,122	NA	N/A
36 NO-SHOWS	69	80	652	834
37 CANCELS	3,583	2,595	21,089	20,566
38 AVG. TRIP LENGTH (MILES)	9.3	9.5	9.4	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	18,501	17,807	182,062	188,531
42 FLEET M.P.G.	7.2	7.2	7.0	7.2

Operations Data Summary

RAMP EVENTS BY ROUTE

(sort by YTD Total - descending order)

Route	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	YTD Total
10	310	370	343	344	286	271	329	323	344	437	440		3,797
20	195	267	250	263	292	275	279	271	262	367	446		3,167
16	195	180	200	242	170	291	308	233	254	205	247		2,525
98X	252	264	216	200	164	232	234	152	215	172	151		2,252
4	203	212	191	262	177	208	185	157	190	230	208		2,223
28	125	156	146	144	101	219	277	173	140	328	248		2,057
14	183	194	152	182	166	194	168	170	156	127	272		1,964
9	163	157	142	145	129	240	182	169	148	223	170		1,868
15	137	194	117	119	120	107	129	92	131	156	107		1,409
18	129	86	101	93	73	120	103	50	121	140	204		1,220
1	96	102	96	235	108	91	100	86	114	85	84		1,197
17	62	81	93	75	68	76	69	78	48	76	159		885
11	76	83	107	73	56	30	81	91	82	123	43		845
314	67	103	103	67	96	44	74	36	87	40	101		818
21	77	93	74	78	93	89	66	43	58	74	68		813
35	66	79	65	92	71	60	72	38	52	101	104		800
311	67	88	98	37	102	85	60	49	72	65	66		789
310	50	92	77	62	78	26	57	60	46	45	110		703
19	43	32	65	47	48	48	85	22	54	84	86		614
316	39	25	38	18	42	29	36	24	34	39	57		381
7	35	30	37	38	29	15	16	17	49	54	31		351
25	25	36	42	45	30	30	28	39	31	34	8		348
36	24	45	19	34	23	15	22	8	5	54	75		324
320	22	18	19	33	49	21	31	10	54	21	41		319
600's	0	4	21	41	23	15	18	30	18	13	89		272
5	26	54	4	19	5	11		0	25	50	41		235
95X	29	47	40	42	10	10	9	17	3	14	10		231
96X	0	33	25	36	29	34	11	6	11	10	12		207
301	8	12	28	40	41	14	17	13	1	20	12		206
6	23	15	16	16	12	2	5	8	4	22	12		135
92X	7	5	19	59	9	15	4	5	1	1	5		130
2	20	13	9	3	5	13	9	7	11	14	16		120
321	26	5	15	0	4	17	14	0	14	11	9		115
315	0	6	6	13	5	4	11	6	3	15	17		86
93X	14	5	1	12	11	10	7	5	4	7	6		82
97X	2	2	3	4	3	0	1	2	2	2	2		23
91X	5	0	2	0	0	1	2	2	1	2	6		21
Total	2,801	3,188	2,980	3,213	2,728	2,962	3,099	2,492	2,845	3,461	3,763	0	33,532

÷ 2 =	1,401	1,594	1,490	1,607	1,364	1,481	1,550	1,246	1,423	1,731	1,882	0	16,766
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Agenda Item 7.a

TO: O&S Committee

DATE: May 14, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 2014

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	295,283		
Average Weekday	12,479	12,001	
Pass/Rev Hour	14.7	14.9	Standard Goal > 17.0
Missed Trips	0.16%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	20,210	27,326	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was slightly higher in April (12,479 passengers) than March (12,422 passengers) and slightly lower than April 2013 (12,549 passengers).

Passengers per hour in April was 14.7, an slight decrease from 15.2 in March and a decrease from April 2013 when passengers per hour was 15.9.

The percentage of missed trips in April was 0.16%. An increase from the prior month (0.12%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 20,210 miles in April, lower than the prior month in which there were 34,918 miles between roadcalls. The 12 month average is 27,326 miles between roadcalls.

Agenda Item 7.a

TO: O&S Committee

DATE: June 18, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 2014

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	285,540		
Average Weekday	12,429	12,040	
Pass/Rev Hour	15.4	15.0	Standard Goal > 17.0
Missed Trips	0.10%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	18,481	26,098	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was slightly lower in May (12,429 passengers) than April (12,479 passengers) and lower than May 2013 (12,581 passengers).

Passengers per hour in May was 15.4, an slight increase from 14.7 in April and a slight decrease from May 2013 when passengers per hour was 15.9.

The percentage of missed trips in May was 0.10%. An decrease from the prior month (0.16%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 18,481 miles in May, lower than the prior month in which there were 20,210 miles between roadcalls. The 12 month average is 26,098 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings		
April 2014 - Fixed Route Boardings	295,283	Revenue Hours -	April 2014	20,149	Weekdays - April 14	22	Fiscal 2014 YTD	2,784,989		
Events			April 2013	18,675	April 13	22				
		Revenue Miles -	April 2014	211,160	Saturdays - April 14	4			Fiscal 2013 YTD	2,746,435
			April 2013	209,150	April 13	4				
					Sundays - April 14	4				
					April 13	4				
April 2014 Total Boardings	295,283	Passengers per Mile		1.4	Total Days - 2013		30	YTD Trend	1.4%	
April 2013 Total Boardings	297,018	Passengers per Hour		14.65	2012		30	Monthly Trend	(0.6%)	

April 2014 Fixed Route Passenger Total							April 2014 Weekday Average	April 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1	Rossmoor / Shadelands	6,820			6,820	310	11.8	
2	Rudgear / Walnut Creek	1,198			1,198	54	7.6	
4	Walnut Creek Downtown Shuttle	18,368	2,155	1,505	22,028	835	23.6	
5	Creekside / Walnut Creek	1,421			1,421	65	7.5	
6	Lafayette / Moraga / Orinda	9,093	460	391	9,944	413	12.6	
7	Shadelands / Pleasant Hill / Walnut Creek	4,532			4,532	206	6.3	
9	DVC / Walnut Creek	12,006			12,006	546	13.0	
10	Concord / Clayton Rd	23,727			23,727	1,079	22.5	
11	Treat Blvd / Oak Grove	6,985			6,985	317	16.4	
14	Monument Blvd	13,287			13,287	604	15.3	
15	Treat Boulevard	11,720			11,720	533	17.2	
16	Alhambra Ave / Monument Blvd	15,931			15,931	724	14.0	
17	Olivera/Solano / Salvio / North Concord	5,638			5,638	256	13.7	
18	Amtrak / Merello / Pleasant Hill	11,258			11,258	512	15.9	
19	Amtrak / Pacheco Blvd / Concord	2,783			2,783	126	9.1	
20	DVC / Concord	27,733			27,733	1,261	25.9	
21	Walnut Creek / San Ramon Transit Center	13,370			13,370	608	12.2	
25	Lafayette / Walnut Creek	1,627			1,627	74	7.6	
28	North Concord / Martinez	7,276			7,276	331	11.0	
35	Dougherty Valley	10,394			10,394	472	14.1	
36	San Ramon / Dublin	5,195			5,195	236	8.4	
91X	Concord Commuter Express	943			943	43	9.8	
92X	Ace Shuttle Express	4,536			4,536	206	17.4	
93X	Kirker Pass Express	5,138			5,138	234	16.7	
95X	San Ramon / Danville Express	3,766			3,766	171	17.0	
96X	Bishop Ranch Express	13,706			13,706	623	18.2	
97X	Bishop Ranch Express	2,528			2,528	115	10.6	
98X	Martinez Express	9,417			9,417	428	16.1	
250 *	Gael Rail Service	121	93	82	296	15	3.4	
260 *	Cal State East Bay / Concord Bart	329			329	18	2.1	
301	Rossmoor / John Muir Medical Center		308	263	571	0	8.3	
310	Concord Bart / Clayton Rd / Kirker Pass		1,696	1,470	3,166	0	28.1	
311	Concord / Oak Grove / Treat Blvd / WC		1,087	806	1,893	0	15.7	
314	Clayton Rd / Monument Blvd / PH		2,563	1,615	4,178	0	19.3	
315	Concord / Willow Pass / Landana		329	192	520	0	9.7	
316	Alhambra / Merello / Pleasant Hill		1,297	995	2,291	0	13.9	
320	DVC / Concord		951	628	1,579	0	16.1	
321	San Ramon / Walnut Creek		1,137	732	1,869	0	11.1	
600's	Select Service	23,432			23,432	1,065	22.3	
ALAMO *	Alamo Creek / BART Walnut Creek	251			251	11	0.2	
TOTALS		274,529	12,075	8,679	295,283	12,479	14.7	

* 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	
May 2014 - Fixed Route Boardings	285,327	Revenue Hours -	May 2014	18,588	Weekdays - May 14	21	Fiscal 2014 YTD	3,070,529	
			May 2013	18,638	May 13	22			
Events: Bart Bus Bridge	213	Revenue Miles -	May 2014	204,825	Saturdays - May 14	5	Fiscal 2013 YTD	3,043,952	
			May 2013	209,328	May 13	4			
					Sundays - May 14	4			
					May 13	4			
May 2014 Total Boardings	285,540	Passengers per Mile		1.4	Total Days - 2014	30	YTD Trend	0.9%	
May 2013 Total Boardings	297,517	Passengers per Hour		15.36	2013	30	Monthly Trend	(4.0%)	

May 2014 Fixed Route Passenger Total						May 2014 Weekday Average	May 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,303			6,303	300	11.4
2	Rudgear / Walnut Creek	1,113			1,113	53	7.5
4	Walnut Creek Downtown Shuttle	17,946	2,695	1,701	22,342	855	24.4
4H **	Walnut Creek Extended Holiday Service		0		0	0	#VALUE!
5	Creekside / Walnut Creek	1,387			1,387	66	7.7
6	Lafayette / Moraga / Orinda	9,077	519	358	9,954	432	13.0
7	Shadelands / Pleasant Hill / Walnut Creek	4,112			4,112	196	5.9
9	DVC / Walnut Creek	10,975			10,975	523	12.4
10	Concord / Clayton Rd	23,474			23,474	1,118	23.3
11	Treat Blvd / Oak Grove	6,418			6,418	306	15.8
14	Monument Blvd	12,600			12,600	600	15.2
15	Treat Boulevard	11,845			11,845	564	18.2
16	Alhambra Ave / Monument Blvd	15,998			15,998	762	14.7
17	Olivera/Solano / Salvio / North Concord	5,448			5,448	259	13.8
18	Amtrak / Merello / Pleasant Hill	9,788			9,788	466	14.5
19	Amtrak / Pacheco Blvd / Concord	2,887			2,887	137	9.9
20	DVC / Concord	24,147			24,147	1,150	23.6
21	Walnut Creek / San Ramon Transit Center	12,785			12,785	609	12.2
25	Lafayette / Walnut Creek	1,453			1,453	69	7.1
28	North Concord / Martinez	6,657			6,657	317	10.5
35	Dougherty Valley	9,988			9,988	476	14.2
36	San Ramon / Dublin	5,399			5,399	257	9.2
91X	Concord Commuter Express	859			859	41	9.4
92X	Ace Shuttle Express	4,422			4,422	211	17.8
93X	Kirker Pass Express	4,748			4,748	226	15.9
95X	San Ramon / Danville Express	3,701			3,701	176	17.5
96X	Bishop Ranch Express	12,195			12,195	581	17.0
97X	Bishop Ranch Express	2,258			2,258	108	9.9
98X	Martinez Express	8,605			8,605	410	15.4
250 *	Gael Rail Service	127	123	88	338	13	3.9
260 *	Cal State East Bay / Concord Bart	238			238	14	1.6
301	Rossmoor / John Muir Medical Center		376	214	590	0	7.3
310	Concord Bart / Clayton Rd / Kirker Pass		2,191	1,533	3,724	0	29.4
311	Concord / Oak Grove / Treat Blvd / WC		1,240	808	2,048	0	15.1
314	Clayton Rd / Monument Blvd / PH		3,253	1,823	5,076	0	20.7
315	Concord / Willow Pass / Landana		314	228	542	0	8.9
316	Alhambra / Merello / Pleasant Hill		1,722	1,104	2,826	0	15.3
320	DVC / Concord		1,236	620	1,856	0	16.7
321	San Ramon / Walnut Creek		1,319	843	2,163	0	11.4
600's	Select Service	23,849			23,849	1,136	23.7
ALAMO *	Alamo Creek / BART Walnut Creek	215			215	10	1.3
TOTALS		261,018	14,989	9,321	285,327	12,429	15.4

* Data from Link ** Seasonal Route

Visitor Report

May 1, 2014 - Jun 30, 2014

Compare to: May 1, 2013 - Jun 30, 2013

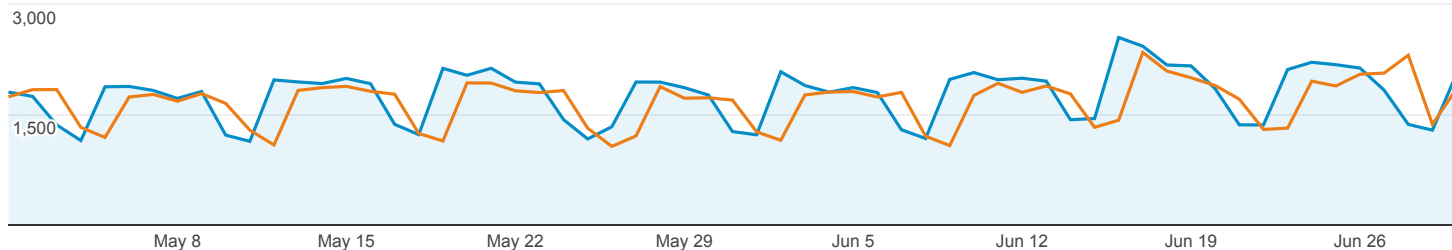
All Sessions
+0.00%

+ Add Segment

Report Tab

May 1, 2014 - Jun 30, 2014: Sessions

May 1, 2013 - Jun 30, 2013: Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		5.60% ▲ 107,870 vs 102,154	6.61% ▲ 45,752 vs 42,915	3.74% ▲ 300,486 vs 289,640	11.78% ▼ 00:02:52 vs 00:03:15	1.75% ▼ 2.79 vs 2.84
1. Returning Visitor	Yes					
May 1, 2014 - Jun 30, 2014		52,700 (48.86%)	10,086 (18.07%)	132,426 (44.07%)	00:02:49	2.51
May 1, 2013 - Jun 30, 2013		44,667 (43.73%)	9,080 (17.48%)	113,554 (39.21%)	00:02:58	2.54
% Change		17.98%	11.08%	16.62%	-5.06%	-1.16%
2. New Visitor	Yes					
May 1, 2014 - Jun 30, 2014		20,934 (19.41%)	20,913 (37.47%)	57,719 (19.21%)	00:02:31	2.76
May 1, 2013 - Jun 30, 2013		14,123 (13.83%)	13,925 (26.80%)	41,478 (14.32%)	00:04:57	2.94
% Change		48.23%	50.18%	39.16%	-49.03%	-6.12%
3. New Visitor	No					
May 1, 2014 - Jun 30, 2014		19,315 (17.91%)	19,296 (34.57%)	64,230 (21.38%)	00:03:16	3.33
May 1, 2013 - Jun 30, 2013		21,236 (20.79%)	21,192 (40.79%)	70,762 (24.43%)	00:03:13	3.33
% Change		-9.05%	-8.95%	-9.23%	1.75%	-0.20%
4. Returning Visitor	No					
May 1, 2014 - Jun 30, 2014		14,921 (13.83%)	5,523 (9.89%)	46,111 (15.35%)	00:03:03	3.09
May 1, 2013 - Jun 30, 2013		22,128 (21.66%)	7,754 (14.93%)	63,846 (22.04%)	00:02:48	2.89
% Change		-32.57%	-28.77%	-27.78%	8.74%	7.11%

Rows 1 - 4 of 4

May 1, 2014 - Jun 30, 2014

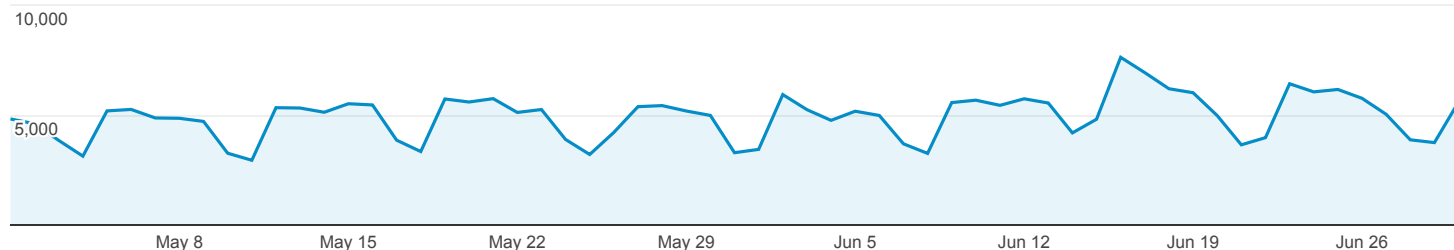
Pages

All Sessions
100.00%

+ Add Segment

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	300,486 % of Total: 100.00% (300,486)	218,008 % of Total: 100.00% (218,008)	00:01:37 Site Avg: 00:01:37 (0.00%)	107,833 % of Total: 100.00% (107,833)	45.08% Site Avg: 45.08% (0.00%)	35.89% Site Avg: 35.89% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	60,343 (20.08%)	38,948 (17.87%)	00:01:10	34,849 (32.32%)	19.12%	24.13%	\$0.00 (0.00%)
2. /mobile-schedules/	34,341 (11.43%)	19,650 (9.01%)	00:00:39	5,329 (4.94%)	19.78%	10.67%	\$0.00 (0.00%)
3. /maps-schedules/	29,814 (9.92%)	19,254 (8.83%)	00:01:07	15,931 (14.77%)	21.76%	21.18%	\$0.00 (0.00%)
4. /schedule/6/	8,942 (2.98%)	7,759 (3.56%)	00:05:16	5,610 (5.20%)	85.38%	78.29%	\$0.00 (0.00%)
5. /schedule/18/	7,171 (2.39%)	5,803 (2.66%)	00:02:41	2,160 (2.00%)	71.81%	49.49%	\$0.00 (0.00%)
6. /schedule/20/	7,075 (2.35%)	5,892 (2.70%)	00:03:04	2,362 (2.19%)	76.90%	58.88%	\$0.00 (0.00%)
7. /schedule/9/	6,790 (2.26%)	5,526 (2.53%)	00:03:02	2,258 (2.09%)	75.47%	54.18%	\$0.00 (0.00%)
8. /fares/	6,712 (2.23%)	5,171 (2.37%)	00:01:28	1,192 (1.11%)	53.19%	31.85%	\$0.00 (0.00%)
9. /schedule/16/	6,345 (2.11%)	5,115 (2.35%)	00:03:05	1,721 (1.60%)	71.78%	51.33%	\$0.00 (0.00%)
10. /schedule/10/	5,917 (1.97%)	4,848 (2.22%)	00:03:12	1,903 (1.76%)	74.17%	57.72%	\$0.00 (0.00%)
11. /schedule/98X/	5,904 (1.96%)	4,943 (2.27%)	00:03:17	2,705 (2.51%)	80.44%	60.91%	\$0.00 (0.00%)
12. /schedule/15/	5,578 (1.86%)	4,468 (2.05%)	00:03:21	1,570 (1.46%)	72.69%	54.05%	\$0.00 (0.00%)
13. /schedule/96X/	4,983 (1.66%)	4,029 (1.85%)	00:03:02	2,038 (1.89%)	73.38%	57.03%	\$0.00 (0.00%)
14. /schedule/21/	4,976 (1.66%)	4,072 (1.87%)	00:02:57	1,463 (1.36%)	72.18%	53.03%	\$0.00 (0.00%)
15. /schedule/4/	4,947 (1.65%)	4,213 (1.93%)	00:03:43	2,924 (2.71%)	81.02%	71.48%	\$0.00 (0.00%)
16. /schedule/35/	4,734 (1.58%)	3,690 (1.69%)	00:03:03	1,940 (1.80%)	71.44%	56.13%	\$0.00 (0.00%)
17. /schedule/11/	4,282 (1.43%)	3,454 (1.58%)	00:02:36	1,018 (0.94%)	67.39%	43.06%	\$0.00 (0.00%)
18. /schedule/14/	4,039 (1.34%)	3,361 (1.54%)	00:02:46	1,186 (1.10%)	72.60%	51.42%	\$0.00 (0.00%)
19. /schedule/28/	4,030 (1.34%)	3,154 (1.45%)	00:03:19	1,244 (1.15%)	72.33%	51.79%	\$0.00 (0.00%)
20. /schedule/316/	3,825 (1.27%)	3,119 (1.43%)	00:03:03	1,031 (0.96%)	74.37%	53.02%	\$0.00 (0.00%)
21. /schedule/314/	3,703 (1.23%)	3,071 (1.41%)	00:03:12	1,135 (1.05%)	74.30%	56.98%	\$0.00 (0.00%)
22. /how-to-ride/	3,496 (1.16%)	2,566 (1.18%)	00:00:40	131 (0.12%)	41.98%	10.96%	\$0.00 (0.00%)

23.	/schedule/321/	2,647 (0.88%)	2,189 (1.00%)	00:03:04	915 (0.85%)	75.98%	59.50%	\$0.00 (0.00%)
24.	/schedule/310/	2,634 (0.88%)	2,194 (1.01%)	00:03:19	806 (0.75%)	75.68%	59.19%	\$0.00 (0.00%)
25.	/schedule/17/	2,381 (0.79%)	2,008 (0.92%)	00:02:39	742 (0.69%)	80.73%	54.30%	\$0.00 (0.00%)
26.	/schedule/95X/	2,210 (0.74%)	1,765 (0.81%)	00:01:53	458 (0.42%)	66.81%	37.19%	\$0.00 (0.00%)
27.	/schedule/320/	2,184 (0.73%)	1,775 (0.81%)	00:02:29	458 (0.42%)	69.50%	45.15%	\$0.00 (0.00%)
28.	/schedule/1/	2,132 (0.71%)	1,567 (0.72%)	00:02:26	398 (0.37%)	60.30%	38.18%	\$0.00 (0.00%)
29.	/schedule/7/	2,073 (0.69%)	1,663 (0.76%)	00:02:40	565 (0.52%)	73.45%	47.61%	\$0.00 (0.00%)
30.	/driver-login/?force=desktop	2,065 (0.69%)	1,361 (0.62%)	00:02:52	744 (0.69%)	50.67%	54.19%	\$0.00 (0.00%)
31.	/schedule/19/	2,052 (0.68%)	1,631 (0.75%)	00:01:58	342 (0.32%)	64.33%	32.60%	\$0.00 (0.00%)
32.	/schedule/311/	1,990 (0.66%)	1,630 (0.75%)	00:02:49	453 (0.42%)	76.04%	50.35%	\$0.00 (0.00%)
33.	/schedule/93X/	1,982 (0.66%)	1,557 (0.71%)	00:02:40	698 (0.65%)	72.68%	50.55%	\$0.00 (0.00%)
34.	/schedule/36/	1,957 (0.65%)	1,504 (0.69%)	00:02:24	427 (0.40%)	65.57%	40.47%	\$0.00 (0.00%)
35.	/schedule/97X/	1,683 (0.56%)	1,340 (0.61%)	00:02:10	530 (0.49%)	64.41%	44.39%	\$0.00 (0.00%)
36.	/maps-schedules/600-select-service/	1,568 (0.52%)	656 (0.30%)	00:01:06	38 (0.04%)	50.00%	18.05%	\$0.00 (0.00%)
37.	/?force=desktop	1,518 (0.51%)	1,062 (0.49%)	00:00:35	83 (0.08%)	48.19%	13.77%	\$0.00 (0.00%)
38.	/about/	1,443 (0.48%)	1,105 (0.51%)	00:00:38	68 (0.06%)	27.94%	14.55%	\$0.00 (0.00%)
39.	/link/	1,363 (0.45%)	1,060 (0.49%)	00:01:03	556 (0.52%)	45.14%	31.25%	\$0.00 (0.00%)
40.	/driver-login/	1,341 (0.45%)	727 (0.33%)	00:01:24	383 (0.36%)	35.86%	36.39%	\$0.00 (0.00%)
41.	/schedule/5/	1,258 (0.42%)	1,071 (0.49%)	00:02:13	375 (0.35%)	76.53%	49.36%	\$0.00 (0.00%)
42.	/schedule/92X/	1,230 (0.41%)	949 (0.44%)	00:02:23	362 (0.34%)	66.57%	43.82%	\$0.00 (0.00%)
43.	/fares/where-to-buy/	1,217 (0.41%)	893 (0.41%)	00:01:27	135 (0.13%)	59.26%	32.46%	\$0.00 (0.00%)
44.	/schedule/2/	1,211 (0.40%)	1,007 (0.46%)	00:02:19	370 (0.34%)	76.49%	49.46%	\$0.00 (0.00%)
45.	/how-to-ride/paying-your-fare/	1,073 (0.36%)	862 (0.40%)	00:01:33	60 (0.06%)	58.33%	22.83%	\$0.00 (0.00%)
46.	/fares/clipper-card/	970 (0.32%)	835 (0.38%)	00:00:57	113 (0.10%)	50.43%	27.22%	\$0.00 (0.00%)
47.	/public-meetings/	970 (0.32%)	743 (0.34%)	00:00:34	34 (0.03%)	20.59%	12.47%	\$0.00 (0.00%)
48.	/about/jobs/	944 (0.31%)	665 (0.31%)	00:01:11	259 (0.24%)	70.27%	51.06%	\$0.00 (0.00%)
49.	/schedule/25/	858 (0.29%)	692 (0.32%)	00:02:16	199 (0.18%)	75.88%	44.52%	\$0.00 (0.00%)
50.	/schedule/315/	844 (0.28%)	678 (0.31%)	00:01:47	162 (0.15%)	68.52%	38.51%	\$0.00 (0.00%)

FY2014 Advisory Committee ATTENDANCE LOG

JURISDICTION - NAME	Expires	JUL	SEP	NOV	JAN	MAR	MAY
CLAYTON - Vacant							
CONCORD- Eileen Vonk	Dec-13						
CC COUNTY -Vacant							
DANVILLE - Vacant							
LAFAYETTE- Vacant							
MARTINEZ- Cary Kennerley	Oct-14						
MORAGA - Vacant							
ORINDA - David Libby	Feb-14						
PLEASANT HILL - David Loyd	Dec. 13						
SAN RAMON - Vacant							
WALNUT CREEK -Vacant							

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