

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, November 11, 2014
2:00 p.m.**

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

Conference Call:
United States (toll-free): 1 877 309 2070

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. Selection of Committee Officers
3. Agenda Approval
4. Approval of Minutes of September 9, 2014*
5. Public Comment
6. Mobility Management Project Update*
7. Clipper Update*
8. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – August/September 2014*
9. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – August/September 2014*
 - b. Driver Appreciation Winners – Sept. Rinilio Salvado and Oct. Jennifer Jimenez
 - c. Website User Information – September/October 2014*
 - d. Customer Service Report

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

10. Committee Member Communications

a. Representation and Attendance Log*

11. Adjournment – Next Meeting – January 9, 2015

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, November 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 3, 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, November 11, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, November 6, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, December 5, 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 September 9, 2014

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

Members present were: Eileen Vonk, Cary Kennerley, Randy Pedersoli, and Jeremy Weinstein.

Staff present: Mary Burdick

Approval of Agenda

The agenda was approved as presented.

New Member Introductions

Randy Pedersoli was introduced as the new member from San Ramon, and Jeremy Weinstein was introduced as the new member from Walnut Creek.

Approval of the Minutes of July 8, 2014

The minutes were approved.

Public Comment

There was no public comment.

2013-14 Short Range Transit Plan Update-Draft

Laramie Bowron presented the final draft of the FY2013-14 Short Range Transit Plan update that included updated financial estimates from the Metropolitan Transportation Commission (MTC) and budget data from County Connection's finance department. Mr. Bowron explained that MTC requires operators to prepare full updates every four years with updates during the interim years.

This update focuses on performance standards, operating and capital revenues, and identifies any new projects that were not included in the last full plan approved in 2012. Mr. Bowron pointed out that County Connection met the Farebox Recovery Ratio and Cost per Revenue Hour performance standards for the first time in three years. There was a brief discussion whereby Mr. Bowron explained the differences between operating vs. revenue hours, and the why we use revenue hours as a measurement of passenger productivity. The various tables were discussed and explained. County Connection projects that financial estimates support current service levels throughout the 20-year plan.

Mr. Bowron explained that a "Capital Vision List" was included in the update that includes several projects ranging from a comprehensive list of bus stop enhancements, and several facility upgrade projects. All projects must be in the plan in the event that a funding source becomes available.

The Committee thanked Mr. Bowron for his time and made no recommendation for changes.

Cap and Trade Program Update

Kristina Vassallo provided a brief update on recent activity. The Cap and Trade Program was developed by the California Air Resources Board (CARB) with the goal of reducing greenhouse gases by 3% each year. The process for allocating funds is at the beginning stages, and a series of workshops has been scheduled to gather input as they prepare to develop the program guidelines. We won't know how this program will affect County Connection until the guidelines are developed, but County Connection staff will follow the developments and provide update reports.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July and August 2014 provided.
- B. LINK monthly operating reports for June and July 2014 were reviewed.
- C. Ramp events recorded on the fixed-route system for June and July 2014 were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2014 were reviewed. Average weekday riders remain relatively stable over previous month/year ridership, with the month of July showing a slight increase over previous year figures.
- B. Driver Appreciation Winners – Lisa Wilson-Cash and Jason Savage were the winners for July and August.
- C. CCCTA Website User Information - Staff provided website user statistics for July and August 2014.
- D. Customer Service Reports – The number of complaints and commendations were provided, as well as the number of telephone calls coming to the Information Center.

Member Communication

Ms. Burdick announced that with the growing interest in conference calling, we'll make arrangements for this option for the November meeting.

Adjournment

The meeting was adjourned at 3:15 PM.

The next meeting is scheduled for Tuesday, November 11, 2014.

Mary Burdick, Manager of Customer Service

Date

To: Advisory Committee

Date: November 4, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Mobility Manager Contract

Summary of Issues:

Staff is recommending that County Connection enter a contract with Senior Helpline Services to grow mobility management in Contra Costa County by developing projects, programs, and functions described in the Mobility Management Plan. This pilot project will be funded through County Connection's New Freedom Cycle 5 grant and the Contra Costa Transportation Authority's (CCTA's) New Freedom Cycle 3 grant; for a total of \$245,000.

Background:

When the mobility management project was originally developed it had three phases: an inventory of services, a mobility management plan, and a web database making the inventory accessible. The Contra Costa Mobility Management Plan, adopted by County Connection Board of Directors on October 10, 2013, represented the first two phases of the project. CCTA was awarded New Freedom Cycle 3 funds complete the third phase.

After County Connection adopted the plan, it was presented to CCTA's Board who was unwilling to adopt it without consensus from the four Regional Transportation Planning Committees (RTPCs). CCTA and the RTPCs supported mobility management and its functions but conflict arose from West County over where the mobility management center would be located and how their needs would be addressed.

When progress stalled at CCTA, County Connection again took the lead to build on the support for mobility management. In 2014 County Connection applied for and was awarded a \$125,000 New Freedom Cycle 5 grant to retain the services of a mobility manager to develop programs and projects included in the plan.

Current Steps:

Throughout the outreach and stakeholder work involved in developing the mobility management plan, Elaine Welch, the Executive Director of Senior Helpline Services emerged as a passionate, knowledgeable, and enthusiastic champion of mobility management. Senior Helpline Services already operates several programs addressed in the mobility management plan, including volunteer driver and information referral programs in Contra Costa County. She is currently involved in coordinating grant applications for non-profits in the county that work with senior and disabled populations.

After receiving the New Freedom Cycle 5 grant, Elaine submitted a proposal to develop and coordinate the mobility management functions in Contra Costa County. This includes: growing the information referral service, coordinating and standardizing travel training, developing a coordinated maintenance and repair program, and expanding volunteer driver programs. This work will serve as a pilot project to prove the viability of mobility management which is needed to secure a long term funding source.

At their October 2014 meeting, CCTA authorized the transfer of their \$120,000 New Freedom Cycle 3 grant to County Connection to be combined with our Cycle 5 grant. Combining the funds simplifies administration and allows for a greater impact. A requirement of the transfer is that the original scope of their grant to complete web database is completed.

Elaine Welch has support from MTC, CCTA, and County Connection staff and is a natural choice to take on this work.

Recommendation:

Staff proposes that the committee support authorizing the General Manager to enter into an agreement with Senior Helpline Services for an amount not to exceed \$245,000 to complete the remaining mobility management tasks outlined in the New Freedom grants.

Attachments:

- 1) Senior Helpline Services Proposal

Contra Costa County Mobility Management Center

Contract Senior Helpline Services (SHS) to serve as the Mobility Management Center for Contra Costa County.

Timeline: 18 months

Budget: \$245,000 (combined New Freedom Cycle 3 & Cycle 5)

WORKPLAN for 1/1/2015 – 6/30/2016

1. Negotiate and sign contract by 12/15/14.
2. SHS to hire 1FTE Mobility Manager and have all new assignments to present staff in place by 1/1/15.
3. SHS will submit quarterly reports to County Connection showing progress on mobility management activities from the Contra Costa County Mobility Management Plan.
4. First priority projects will include:
 - Form a Mobility Management Advisory Committee; staff/schedule meetings.
 - Complete an inventory of transportation providers; both public and private, resulting in a database, website, and hard copy publication in English and Spanish. These will be kept up to date on a timely and regular basis.
 - Form a CBO Transportation Provider Group; staff/ schedule meetings.
 - Expand current outreach and toll-free call-in helpline at SHS. This service (Transportation Information & Referrals) is available to disabled and senior populations and offers live responses to questions and determines the best transportation mode to meet the individual's needs and then facilitates that connection.
 - Gather Contra Costa providers that currently provide travel training as well as those interested in providing travel training for their participants to develop a travel training curriculum and materials that address the specific needs of varying groups focusing on seniors and disabled adults. This would be followed by the actual design and development of specialized travel training programs for individuals and groups. Train the trainer workshops would be followed by actual trainings.
 - Develop a maintenance/repair program with a discounted rate for vans owned and operated by CBOs that reduce the load on public and paratransit buses.
 - Continue to lead, grow and develop the newly formed group of leaders of the nine Bay Area counties volunteer driver programs called VITAL (Volunteers in Transportation Advocacy Link) in order to provide peer support and collaboration, develop industry standards, and define and share best practices, including volunteer driver training, to improve all providers efficiency and quality of service.

After these projects are up and running, they will be maintained and modified as needed and other projects will follow as outlined in the Mobility Management Plan. Any additional expenses incurred during the first 18 months will be covered with fundraising by SHS. Funding for continued operations will be applied for by SHS under 5310 and Measure J as well as foundations and donors.

Contra Costa Mobility Management Center Budget

January 1, 2015 - June 30, 2016

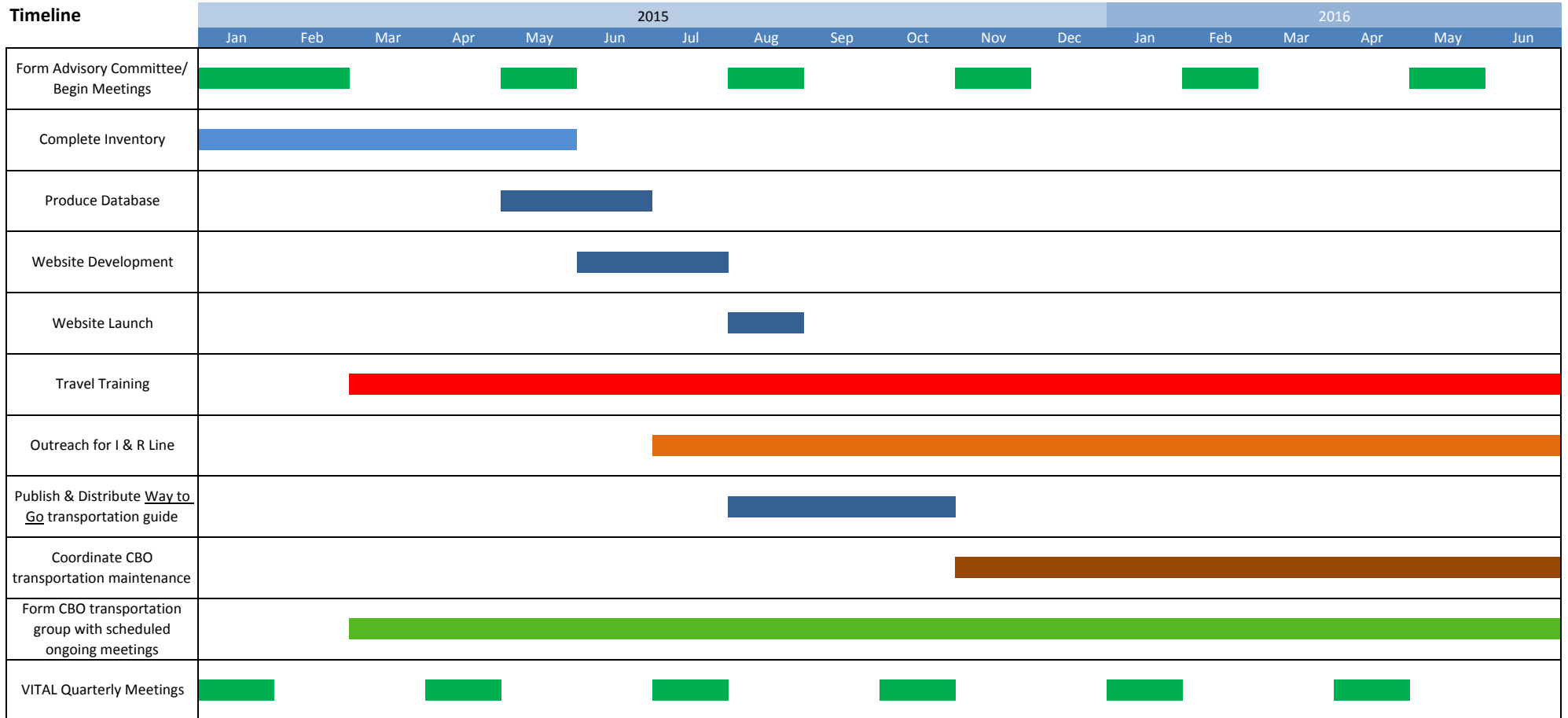
Income		
New Freedom grants (CCCTA)	\$	245,000

Personnel Expenses		
Wages		
Executive Director	.5 FTE	\$ 75,000
Mobility Manager	1.0 FTE	\$ 112,500
Payroll taxes		\$ 16,000
Total Personnel Expenses		\$ 203,500

Other Expenses		
Database & Website		\$ 15,000
Printing		\$ 10,000
Equipment purchase/lease		\$ 4,000
Telephone & Internet		\$ 3,000
Meetings & Workshops		\$ 3,000
Office supplies		\$ 1,000
Postage		\$ 500
Misc		\$ 5,000
Total Other Expenses		\$ 41,500

Total Income	\$	245,000
Total Expenses	\$	245,000

Timeline



Project Cost

	2015												2016					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
ED at .5 FTE	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522	\$ 4,522
Manager at 1.0 FTE	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783	\$ 6,783

Elaine Welch RN, MBA
Executive Director
Senior Helpline Services
2014

Elaine has been an RN since 1971. In 1979, she earned her MBA from St. Mary's College in Moraga, California. Twenty-five years of her career were spent with Kaiser Permanente, primarily in the corporate offices, with responsibility for Medicare compliance in all Kaiser regions throughout the United States. She specialized in Medicare benefits and coverage, utilization, and quality of care and services for the elderly and disabled. After retiring in 1998, she became a long term care ombudsman for Contra Costa County, an adult literacy tutor and board member for Project Second Chance, Medicare consultant, senior advocate, and youth mentor - all on a volunteer basis. A combination of boredom and concern about the plight of seniors trying to age in their own homes, without proper support, brought her out of retirement in January 2002, to become the Reassurance Program Director for Senior Helpline Services (SHS). In August of that same year, she became the Executive Director. In September 2005, she started a free, door-through-door, volunteer driver program at SHS for otherwise homebound, ambulatory senior residents of Contra Costa County, called Rides for Seniors. Just over two years later she added a home safety/falls prevention component to that program. In January 2012, she added a call-in transportation information & referrals helpline to the agency's offerings and is currently working on expansion of the Rides for Seniors program to northern and central Alameda County. She serves as a presenter with the California Highway Patrol's AGE WELL/DRIVE SMART workshops where she addresses options for transportation after ceasing driving. She has recently formed a group of leaders of volunteer driver programs in the nine Bay Area counties called VITAL (Volunteers in Transportation Advocacy Link) who meet on a regular basis to provide support, mentoring, training, information, and work to advocate for the mobility needs of the seniors they serve. Mobility Management has become her specialty, and she is collaborating with organizations in other communities both in and outside of California to share best practices.

To: Advisory Committee

Date: 10/30/14

From: Mary Burdick, Mgr. Customer Service/Community Outreach Reviewed by:

SUBJECT: Clipper Implementation Update

Summary of Issues:

The County Connection Board of Directors approved entering into an agreement with the Metropolitan Transportation Commission (MTC) for the implementation of Clipper on our system. The agreement outlines the roles and responsibilities of MTC and the operators.

County Connection, Tri Delta Transit, Wheels, and WestCAT have agreed to enter the Clipper program as a single entity. Staff members from all four agencies are currently working with MTC and Cubic Transportation Systems (the Clipper Contractor) to coordinate fare and transfer policies.

MTC projects that Clipper will be launched in the East Bay by fall of 2015. The MOU between MTC and Cubic includes financial penalties if the deadline is not met to ensure coordination and cooperation among all parties.

Recommendation:

This item is presented as an information item.

**ADA CERTIFICATION and RECERTIFICATION
FY 2015**

MONTH	FY 2015				FY 2014				FY 2015				FY 2014			
	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	54	36	0	0	81	54	0	0	50	28	0	0	54	37	0	0
AUG	70	44	1	1	65	51	0	0	41	23	0	0	34	16	0	0
SEPT	86	63	0	0	74	53	0	0	39	24	0	0	43	26	0	0
OCT	63	40	0	0	66	44	0	0	30	19	0	0	27	17	0	0
NOV					63	41	0	0					25	10	0	0
DEC					44	29	1	0					36	22	0	0
JAN					48	31	0	0					35	19	0	0
FEB					46	24	0	0					22	12	0	0
MAR					45	29	0	0					20	15	1	1
APR					39	21	0	0					35	25	0	0
MAY					55	30	0	0					25	9	0	0
JUN																
TOTAL	273	183	1	1	626	407	1	0	160	94	0	0	356	208	1	1

2,844 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY 14/15**

SUMMARY	AUGUST FY 13/14	AUGUST FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,491	11,777	25,245	24,328
2 TOTAL ATTENDANTS	834	833	1,666	1,643
3 TOTAL COMPANIONS	53	71	136	140
4 TOTAL PASSENGERS	13,378	12,681	27,047	26,111
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,394	6,137	12,798	12,552
7 VEHICLE SERVICE HOURS	8,125	7,581	16,291	15,413
8 VEHICLE NON REV HOURS	1,731	1,445	3,493	2,862
9 VEHICLE SERVICE MILES	126,190	121,953	253,344	248,917
10 VEHICLE REVENUE MILES	102,629	101,284	206,639	204,092
11 VEHICLE NON REV MILES	23,561	20,669	46,705	42,464
12 PASS. PER REVENUE HOUR	2.09	2.07	2.11	2.08
13 CLIENT PER REVENUE HOUR	1.95	1.92	1.97	1.94
14 PASS. PER SERVICE HOUR	1.65	1.67	1.66	1.69
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.10
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,008	1,085	2,202	2,192
18 SAME DAY TRIPS	185	89	371	168
19 SUBSCRIPTION TRIPS	6,150	6,544	12,536	13,696
20 DEMAND	6,344	5,273	12,710	10,683
21 FAREBOX REVENUE	\$12,881.14	\$11,145.38	\$25,544.18	\$22,932.72
22 PREPAID CLIENTS	\$9,252.00	\$9,959.00	\$19,508.50	\$18,650.80
23 COLLECTED BILLING	\$40,334.00	\$31,104.00	\$46,370.00	\$57,108.00
24 TOTAL REVENUE COLLECTED	\$62,467.14	\$52,208.38	\$91,422.68	\$98,691.52
25 CHARGEABLE ACCIDENTS	0	2	2	2
26 SERVICE COMPLAINTS	1	2	3	5
27 SERVICE COMMENDATIONS	5	3	8	5
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	4	6
30 DRIVER TURNOVER	0%	2%	0%	4%
31 SCHEDULE ADHERENCE	85%	81%	98%	84%
32 WHEELCHAIR BOARDING'S	4,570	4,345	8,089	8,323
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,724	6,417	NA	N/A
35 UNDUPLICATED CLIENTS	1,283	1,076	NA	N/A
36 NO-SHOWS	62	100	136	209
37 CANCELS	1,890	1,768	3,580	3,484
38 AVG. TRIP LENGTH (MILES)	9.4	9.6	9.4	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	19,241	20,429	37,151	38,489
42 FLEET M.P.G.	6.6	6.0	6.8	6.5

**CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY 14/15**

SUMMARY	SEPTEMBER FY 13/14	SEPTEMBER FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,211	12,588	37,456	36,916
2 TOTAL ATTENDANTS	832	723	2,498	2,366
3 TOTAL COMPANIONS	58	72	194	212
4 TOTAL PASSENGERS	13,101	13,383	40,148	39,494
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	5,976	6,251	18,774	18,802
7 VEHICLE SERVICE HOURS	7,462	7,718	23,754	23,131
8 VEHICLE NON REV HOURS	1,486	1,467	4,979	4,328
9 VEHICLE SERVICE MILES	122,980	124,842	376,324	373,759
10 VEHICLE REVENUE MILES	101,619	103,203	308,258	307,295
11 VEHICLE NON REV MILES	21,361	21,639	68,066	64,103
12 PASS. PER REVENUE HOUR	2.19	2.14	2.14	2.10
13 CLIENT PER REVENUE HOUR	2.04	2.01	2.00	1.96
14 PASS. PER SERVICE HOUR	1.76	1.73	1.69	1.71
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,203	1,140	3,405	3,332
18 SAME DAY TRIPS	233	61	604	229
19 SUBSCRIPTION TRIPS	5,712	6,936	18,248	20,632
20 DEMAND	6,502	5,671	19,212	16,354
21 FAREBOX REVENUE	\$5,955.93	\$11,479.14	\$31,500.11	\$34,411.86
22 PREPAID CLIENTS	\$6,634.00	\$9,962.50	\$26,142.50	\$28,613.30
23 COLLECTED BILLING	\$23,704.00	\$19,282.00	\$70,074.00	\$76,390.00
24 TOTAL REVENUE COLLECTED	\$36,293.93	\$40,723.64	\$127,716.61	\$139,415.16
25 CHARGEABLE ACCIDENTS	1	0	3	2
26 SERVICE COMPLAINTS	1	1	4	6
27 SERVICE COMMENDATIONS	2	2	10	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	1	9	7
30 DRIVER TURNOVER	0%	3.6%	0%	7.2%
31 SCHEDULE ADHERENCE	86%	77%	87%	84%
32 WHEELCHAIR BOARDING'S	3,205	2,983	11,294	11,306
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,614	6,905	NA	N/A
35 UNDUPLICATED CLIENTS	1,086	1,096	NA	N/A
36 NO-SHOWS	74	112	210	321
37 CANCELS	2,662	2,762	6,242	6,246
38 AVG. TRIP LENGTH (MILES)	9.4	9.3	9.4	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,660	16,988	53,812	55,477
42 FLEET M.P.G.	7.4	7.3	7.0	6.7

Agenda Item 7.a

TO: O&S Committee

DATE: September 19, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 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 14-15

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	289,460		
Average Weekday	12,310	11,876	
Pass/Rev Hour	15.9	15.5	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	52,493	27,519	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in August (12,310 passengers) than July (11,441 passengers) and higher than August 2013 (11,315 passengers).

Passengers per hour in August was 15.9, an increase from 15.2 in July and a increase from August 2013 when passengers per hour was 15.1.

The percentage of missed trips in August was 0.11%. A decrease from the prior month (0.15%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 52,493 miles in August, higher than the prior month in which there were 33,135 miles between roadcalls. The 12 month average is 27,519 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2014 - Fixed Route Boardings	288,268	Revenue Hours - August 2014	18,185	Weekdays - August 14	21	Fiscal 2015 YTD	563,823	
		August 2013	18,080	August 13	22			
Special Event(s) - BART Bus Bridge	1,192	Revenue Miles - August 2014	199,471	Saturdays - August 14	5	Fiscal 2014YTD	508,436	
		August 2013	200,092	August 13	5			
				Sundays - August 14	5			
				August 13	4			
August 2014 Total Boardings	289,460	Passengers per Mile	1.5	Total Days - 2013	31	YTD Trend	10.9%	
August 2013 Total Boardings	273,605	Passengers per Hour	15.92	2012	31	Monthly Trend	5.8%	

August 2014 Fixed Route Passenger Total						August 2014 Weekday Average	August 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,371			7,371	351	13.2
2	Rudgear / Walnut Creek	516			516	25	7.7
4	Walnut Creek Downtown Shuttle	20,494	3,011	2,564	26,069	976	27.9
5	Creekside / Walnut Creek	4,018			4,018	191	10.5
6	Lafayette / Moraga / Orinda	7,421	454	409	8,284	353	10.5
7	Shadelands / Pleasant Hill / Walnut Creek	3,651			3,651	174	5.2
9	DVC / Walnut Creek	12,642			12,642	602	14.3
10	Concord / Clayton Rd	23,805			23,805	1,134	23.6
11	Treat Blvd / Oak Grove	6,850			6,850	326	16.8
14	Monument Blvd	12,977			12,977	618	15.7
15	Treat Boulevard	11,141			11,141	531	17.0
16	Alhambra Ave / Monument Blvd	16,226			16,226	773	14.9
17	Olivera/Solano / Salvio / North Concord	6,278			6,278	299	16.0
18	Amtrak / Merello / Pleasant Hill	10,452			10,452	498	15.4
19	Amtrak / Pacheco Blvd / Concord	3,172			3,172	151	10.9
20	DVC / Concord	27,029			27,029	1,287	26.2
21	Walnut Creek / San Ramon Transit Center	12,916			12,916	615	12.4
25	Lafayette / Walnut Creek	1,354			1,354	64	6.6
28	North Concord / Martinez	6,805			6,805	324	10.6
35	Dougherty Valley	10,316			10,316	491	14.7
36	San Ramon / Dublin	5,093			5,093	243	8.7
91X	Concord Commuter Express	1,346			1,346	64	11.3
92X	Ace Shuttle Express	5,101			5,101	243	20.5
93X	Kirker Pass Express	4,830			4,830	230	15.8
95X	San Ramon / Danville Express	3,731			3,731	178	17.6
96X	Bishop Ranch Express	13,566			13,566	646	18.5
97X	Bishop Ranch Express	2,255			2,255	107	12.2
98X	Martinez Express	9,014			9,014	429	16.2
250 *	Gael Rail Service	27	32	45	104	9	3.2
260 *	Cal State East Bay / Concord Bart	207			207	11	1.3
301	Rossmoor / John Muir Medical Center		420	249	670	0	7.5
310	Concord Bart / Clayton Rd / Kirker Pass		2,424	2,100	4,524	0	32.3
311	Concord / Oak Grove / Treat Blvd / WC		1,398	1,066	2,464	0	16.3
314	Clayton Rd / Monument Blvd / PH		3,816	2,805	6,621	0	24.3
315	Concord / Willow Pass / Landana		361	222	582	0	8.6
316	Alhambra / Merello / Pleasant Hill		2,021	1,473	3,494	0	17.0
320	DVC / Concord		1,316	1,063	2,379	0	19.2
321	San Ramon / Walnut Creek		1,357	1,146	2,502	0	11.9
Alamo Creek	Alamo Creek / BART Walnut Creek	310			310	15	1.8
600's	Select Service	7,601			7,601	362	26.6
TOTALS		258,515	16,611	13,142	288,268	12,310	15.9

* Data from Link ** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: October 20, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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 14-15

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	326,230		
Average Weekday	14,410	12,720	
Pass/Rev Hour	17.8	16.3	Standard Goal > 17.0
Missed Trips	0.10%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	138,804	30,184	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September (14,410 passengers) than August (12,310 passengers) and higher than September 2013 (13,514 passengers).

Passengers per hour in September was 17.8, an increase from 15.9 in August and a increase from September 2013 when passengers per hour was 16.8.

The percentage of missed trips in September was 0.10%. A decrease from the prior month (0.11%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 138,804 miles in September, higher than the prior month in which there were 52,493 miles between roadcalls. The 12 month average is 30,184 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	
September 2014 - Fixed Route Boardings	326,230	Revenue Hours - September 2014	18,290	Weekdays - September 14	21	Fiscal 2015 YTD	890,053
		September 2013	17,542	September 13	20		
		Revenue Miles - September 2014	201,165	Saturdays - September 14	4		
		September 2013	190,622	September 13	4		
				Sundays - September 14	4		
		September 13	5	Fiscal 2014 YTD	803,030		
September 2014 Total Boardings	326,230	Passengers per Mile	1.6	Total Days - 2013	29	YTD Trend	10.8%
September 2013 Total Boardings	294,594	Passengers per Hour	17.84	2012	29	Monthly Trend	10.7%

September 2014 Fixed Route Passenger Total						September 2014	September 2014
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,874			7,874	375	14.2
2	Rudgear / Walnut Creek	473			473	23	5.8
4	Walnut Creek Downtown Shuttle	17,453	2,453	1,539	21,445	831	23.7
5	Creekside / Walnut Creek	6,039			6,039	288	16.6
6	Lafayette / Moraga / Orinda	12,245	756	496	13,497	583	17.6
7	Shadelands / Pleasant Hill / Walnut Creek	3,073			3,073	146	7.1
9	DVC / Walnut Creek	13,517			13,517	644	15.3
10	Concord / Clayton Rd	26,848			26,848	1,278	26.7
11	Treat Blvd / Oak Grove	7,285			7,285	347	17.8
14	Monument Blvd	14,239			14,239	678	17.3
15	Treat Boulevard	12,997			12,997	619	19.9
16	Alhambra Ave / Monument Blvd	18,116			18,116	863	16.6
17	Olivera/Solano / Salvio / North Concord	6,303			6,303	300	16.0
18	Amtrak / Merello / Pleasant Hill	11,453			11,453	545	16.9
19	Amtrak / Pacheco Blvd / Concord	3,141			3,141	150	10.8
20	DVC / Concord	31,287			31,287	1,490	30.1
21	Walnut Creek / San Ramon Transit Center	14,023			14,023	668	13.2
25	Lafayette / Walnut Creek	1,839			1,839	88	9.0
28	North Concord / Martinez	7,334			7,334	349	11.3
35	Dougherty Valley	12,139			12,139	578	17.3
36	San Ramon / Dublin	5,632			5,632	268	9.6
91X	Concord Commuter Express	1,508			1,508	72	13.7
92X	Ace Shuttle Express	5,449			5,449	259	21.9
93X	Kirker Pass Express	5,648			5,648	269	18.9
95X	San Ramon / Danville Express	3,522			3,522	168	16.7
96X	Bishop Ranch Express	13,478			13,478	642	18.6
97X	Bishop Ranch Express	2,480			2,480	118	13.4
98X	Martinez Express	9,951			9,951	474	17.9
250 *	Gael Rail Service	94	169	95	358	31	4.1
260 *	Cal State East Bay / Concord Bart	114			114	6	1.9
301	Rossmoor / John Muir Medical Center		333	283	616	0	8.4
310	Concord Bart / Clayton Rd / Kirker Pass		1,905	1,495	3,401	0	30.5
311	Concord / Oak Grove / Treat Blvd / WC		1,128	996	2,125	0	17.5
314	Clayton Rd / Monument Blvd / PH		2,922	2,039	4,960	0	22.7
315	Concord / Willow Pass / Landana		344	223	566	0	10.5
316	Alhambra / Merello / Pleasant Hill		1,535	1,125	2,660	0	16.2
320	DVC / Concord		1,038	690	1,728	0	17.7
321	San Ramon / Walnut Creek		1,176	879	2,055	0	12.2
Alamo Creek	Alamo Creek / BART Walnut Creek	336			336	16	2.0
600's	Select Service	26,721			26,721	1,272	25.4
TOTALS		302,610	13,759	9,860	326,230	14,410	17.8

* Data from Link ** Seasonal Route

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Firecrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

Route #	Description
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave., Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
649	DVC, Galaxy Way / Meridian Park Blvd , BART Concord
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

Visitor Report

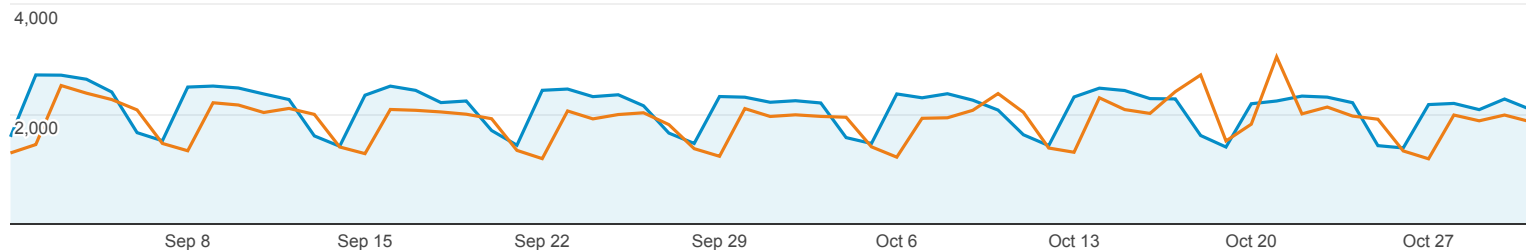
Sep 1, 2014 - Oct 31, 2014
Compare to: Sep 1, 2013 - Oct 31, 2013

All Sessions
+0.00%

+ Add Segment

Report Tab

Sep 1, 2014 - Oct 31, 2014: ● Sessions
Sep 1, 2013 - Oct 31, 2013: ● Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		11.96% ▲ 128,627 vs 114,886	10.12% ▲ 52,541 vs 47,713	4.68% ▲ 345,301 vs 329,850	7.01% ▼ 00:02:48 vs 00:03:01	6.50% ▼ 2.68 vs 2.87
1. Returning Visitor	Yes					
Sep 1, 2014 - Oct 31, 2014		67,683 (52.62%)	12,352 (19.55%)	166,080 (48.10%)	00:02:50	2.45
Sep 1, 2013 - Oct 31, 2013		54,862 (47.75%)	10,993 (18.92%)	141,716 (42.96%)	00:02:57	2.58
% Change		23.37%	12.36%	17.19%	-3.54%	-5.01%
2. New Visitor	Yes					
Sep 1, 2014 - Oct 31, 2014		24,205 (18.82%)	24,186 (38.28%)	63,852 (18.49%)	00:02:24	2.64
Sep 1, 2013 - Oct 31, 2013		17,664 (15.38%)	17,635 (30.35%)	51,418 (15.59%)	00:02:53	2.91
% Change		37.03%	37.15%	24.18%	-16.69%	-9.38%
3. New Visitor	No					
Sep 1, 2014 - Oct 31, 2014		20,498 (15.94%)	20,471 (32.40%)	65,914 (19.09%)	00:02:58	3.22
Sep 1, 2013 - Oct 31, 2013		21,751 (18.93%)	21,718 (37.38%)	72,451 (21.96%)	00:03:14	3.33
% Change		-5.76%	-5.74%	-9.02%	-8.11%	-3.46%
4. Returning Visitor	No					
Sep 1, 2014 - Oct 31, 2014		16,241 (12.63%)	6,177 (9.78%)	49,455 (14.32%)	00:03:02	3.05
Sep 1, 2013 - Oct 31, 2013		20,609 (17.94%)	7,758 (13.35%)	64,265 (19.48%)	00:03:05	3.12
% Change		-21.19%	-20.38%	-23.05%	-1.63%	-2.35%

Rows 1 - 4 of 4

Sep 1, 2014 - Oct 31, 2014

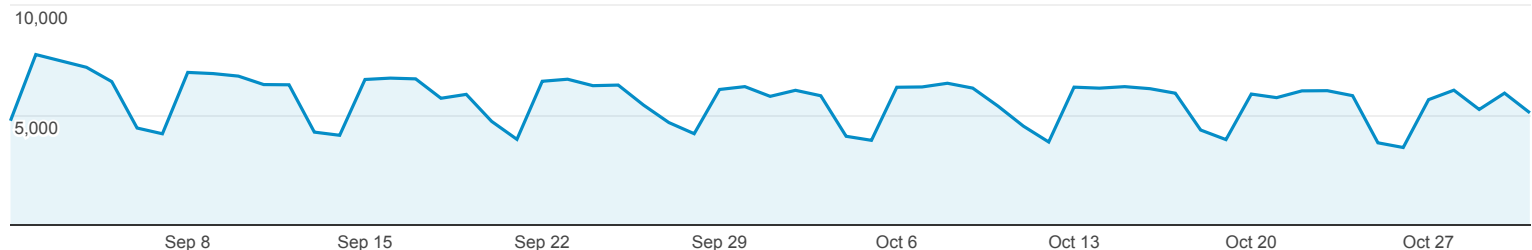
Pages

All Sessions
100.00%

+ Add Segment

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	345,301 % of Total: 100.00% (345,301)	251,447 % of Total: 100.00% (251,447)	00:01:40 Site Avg: 00:01:40 (0.00%)	128,584 % of Total: 100.00% (128,584)	47.66% Site Avg: 47.66% (0.00%)	37.24% Site Avg: 37.24% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	62,581 (18.12%)	41,461 (16.49%)	00:01:07	36,856 (28.66%)	18.87%	24.49%	\$0.00 (0.00%)
2. /mobile-schedules/	40,141 (11.62%)	23,069 (9.17%)	00:00:38	6,599 (5.13%)	21.52%	10.97%	\$0.00 (0.00%)
3. /maps-schedules/	34,192 (9.90%)	21,601 (8.59%)	00:01:05	17,794 (13.84%)	21.47%	21.21%	\$0.00 (0.00%)
4. /schedule/6/	13,276 (3.84%)	11,295 (4.49%)	00:06:01	8,380 (6.52%)	83.36%	77.75%	\$0.00 (0.00%)
5. /schedule/98X/	9,381 (2.72%)	8,056 (3.20%)	00:03:21	5,315 (4.13%)	85.57%	68.37%	\$0.00 (0.00%)
6. /schedule/20/	8,875 (2.57%)	7,497 (2.98%)	00:03:23	3,512 (2.73%)	76.00%	61.65%	\$0.00 (0.00%)
7. /schedule/18/	8,678 (2.51%)	7,027 (2.79%)	00:02:59	2,975 (2.31%)	71.26%	50.31%	\$0.00 (0.00%)
8. /schedule/9/	8,042 (2.33%)	6,539 (2.60%)	00:03:18	2,877 (2.24%)	75.05%	55.06%	\$0.00 (0.00%)
9. /fares/	7,615 (2.21%)	5,754 (2.29%)	00:01:24	1,459 (1.13%)	51.99%	29.03%	\$0.00 (0.00%)
10. /schedule/10/	7,397 (2.14%)	6,071 (2.41%)	00:03:39	2,694 (2.10%)	77.43%	60.82%	\$0.00 (0.00%)
11. /schedule/16/	7,393 (2.14%)	6,064 (2.41%)	00:02:57	2,178 (1.69%)	70.49%	52.36%	\$0.00 (0.00%)
12. /schedule/15/	6,360 (1.84%)	5,124 (2.04%)	00:03:16	2,005 (1.56%)	73.57%	54.39%	\$0.00 (0.00%)
13. /schedule/4/	6,022 (1.74%)	5,027 (2.00%)	00:03:50	3,463 (2.69%)	79.35%	69.73%	\$0.00 (0.00%)
14. /schedule/21/	5,549 (1.61%)	4,574 (1.82%)	00:02:48	1,754 (1.36%)	75.95%	55.11%	\$0.00 (0.00%)
15. /schedule/14/	5,325 (1.54%)	4,365 (1.74%)	00:02:51	1,579 (1.23%)	70.74%	49.28%	\$0.00 (0.00%)
16. /schedule/11/	4,974 (1.44%)	4,021 (1.60%)	00:02:32	1,196 (0.93%)	69.04%	43.04%	\$0.00 (0.00%)
17. /schedule/96X/	4,919 (1.42%)	3,975 (1.58%)	00:03:29	2,081 (1.62%)	74.32%	57.59%	\$0.00 (0.00%)
18. /schedule/35/	4,793 (1.39%)	3,793 (1.51%)	00:02:51	2,025 (1.57%)	73.78%	56.65%	\$0.00 (0.00%)
19. /schedule/316/	4,147 (1.20%)	3,330 (1.32%)	00:03:16	1,296 (1.01%)	72.01%	53.53%	\$0.00 (0.00%)
20. /schedule/28/	4,092 (1.19%)	3,247 (1.29%)	00:03:19	1,328 (1.03%)	70.13%	51.91%	\$0.00 (0.00%)
21. /schedule/5/	3,976 (1.15%)	3,193 (1.27%)	00:03:33	1,766 (1.37%)	78.20%	60.49%	\$0.00 (0.00%)
22. /schedule/314/	3,959 (1.15%)	3,260 (1.30%)	00:03:27	1,251 (0.97%)	74.90%	57.14%	\$0.00 (0.00%)

23.	/how-to-ride/	3,756 (1.09%)	2,713 (1.08%)	00:00:41	162 (0.13%)	25.47%	10.68%	\$0.00 (0.00%)
24.	/maps-schedules/600-select-service/	3,198 (0.93%)	1,228 (0.49%)	00:01:24	179 (0.14%)	33.89%	20.86%	\$0.00 (0.00%)
25.	/schedule/17/	2,929 (0.85%)	2,434 (0.97%)	00:03:13	965 (0.75%)	77.20%	56.26%	\$0.00 (0.00%)
26.	/schedule/1/	2,788 (0.81%)	2,091 (0.83%)	00:02:43	642 (0.50%)	68.22%	45.01%	\$0.00 (0.00%)
27.	/schedule/310/	2,592 (0.75%)	2,173 (0.86%)	00:02:51	873 (0.68%)	76.43%	60.15%	\$0.00 (0.00%)
28.	/schedule/93X/	2,589 (0.75%)	2,019 (0.80%)	00:03:15	881 (0.69%)	69.58%	52.41%	\$0.00 (0.00%)
29.	/schedule/321/	2,555 (0.74%)	2,122 (0.84%)	00:03:18	864 (0.67%)	75.14%	59.57%	\$0.00 (0.00%)
30.	/schedule/19/	2,388 (0.69%)	1,910 (0.76%)	00:01:57	407 (0.32%)	71.25%	35.85%	\$0.00 (0.00%)
31.	/schedule/36/	2,300 (0.67%)	1,777 (0.71%)	00:02:24	564 (0.44%)	70.04%	42.74%	\$0.00 (0.00%)
32.	/schedule/95X/	2,295 (0.66%)	1,787 (0.71%)	00:01:48	483 (0.38%)	61.98%	34.95%	\$0.00 (0.00%)
33.	/schedule/7/	2,185 (0.63%)	1,601 (0.64%)	00:02:11	410 (0.32%)	66.10%	37.30%	\$0.00 (0.00%)
34.	/schedule/311/	2,141 (0.62%)	1,728 (0.69%)	00:03:00	575 (0.45%)	73.78%	49.56%	\$0.00 (0.00%)
35.	/driver-login/?force=desktop	2,015 (0.58%)	1,262 (0.50%)	00:02:08	712 (0.55%)	49.23%	50.02%	\$0.00 (0.00%)
36.	/schedule/320/	2,008 (0.58%)	1,651 (0.66%)	00:02:09	479 (0.37%)	67.64%	45.37%	\$0.00 (0.00%)
37.	/e-store/	1,720 (0.50%)	1,102 (0.44%)	00:01:41	98 (0.08%)	57.14%	39.24%	\$0.00 (0.00%)
38.	/about/	1,552 (0.45%)	1,184 (0.47%)	00:00:38	88 (0.07%)	31.82%	15.27%	\$0.00 (0.00%)
39.	/schedule/97X/	1,539 (0.45%)	1,229 (0.49%)	00:02:05	524 (0.41%)	63.36%	45.09%	\$0.00 (0.00%)
40.	/link/	1,508 (0.44%)	1,162 (0.46%)	00:01:08	640 (0.50%)	50.62%	34.02%	\$0.00 (0.00%)
41.	/fares/where-to-buy/	1,455 (0.42%)	1,092 (0.43%)	00:01:45	286 (0.22%)	59.79%	36.49%	\$0.00 (0.00%)
42.	/?force=desktop	1,354 (0.39%)	954 (0.38%)	00:00:38	66 (0.05%)	54.55%	14.18%	\$0.00 (0.00%)
43.	/about/jobs/	1,324 (0.38%)	686 (0.27%)	00:01:32	262 (0.20%)	45.08%	38.14%	\$0.00 (0.00%)
44.	/driver-login/	1,321 (0.38%)	759 (0.30%)	00:02:07	475 (0.37%)	42.41%	42.01%	\$0.00 (0.00%)
45.	/schedule/92X/	1,227 (0.36%)	956 (0.38%)	00:02:14	399 (0.31%)	67.17%	43.60%	\$0.00 (0.00%)
46.	/how-to-ride/paying-your-fare/	1,140 (0.33%)	957 (0.38%)	00:01:54	80 (0.06%)	67.50%	24.21%	\$0.00 (0.00%)
47.	/fares/clipper-card/	1,089 (0.32%)	929 (0.37%)	00:00:42	142 (0.11%)	46.15%	21.40%	\$0.00 (0.00%)
48.	/public-meetings/	999 (0.29%)	781 (0.31%)	00:00:36	43 (0.03%)	34.88%	11.91%	\$0.00 (0.00%)
49.	/schedule/2/	985 (0.29%)	810 (0.32%)	00:01:43	190 (0.15%)	68.95%	40.10%	\$0.00 (0.00%)
50.	/maps-schedules/route-250-st-marys-co-llege-gael-rail-shuttle-schedule/	956 (0.28%)	748 (0.30%)	00:02:23	451 (0.35%)	62.97%	51.99%	\$0.00 (0.00%)

Rows 1 - 50 of 2247

Advisory Committee Members – August 2014

Clayton	Vacant	
Concord	Eileen Vonk 162 Leonard Drive Concord, CA 94518-1241 (925)349-0229 eileen49er@aol.com	Term Expires 12/2015
CCCounty	Vacant	
Danville	Vacant	
Lafayette	Vacant	
Martinez	Cary Kennerley 257 Blue Ridge Dr. Martinez, CA 94553 (925) 933-7288 – home (925) 408-6884 - cell Cary.Kennerley@yahoo.com	Term Expires 10/14
Moraga	Vacant	
Orinda	David Libby 148 Ivy Dr. Orinda, CA 94563 (925) 247-0630 – home (415) 518-6611 – cell davidlibby@gmail.com	Term expires 2/14
Pleasant Hill	David Loyd 225 Rainbow Lane Pleasant Hill, CA 94523 <u>Mailed C/O</u> Alive Program 2151 Salvio St. Suite V Concord, CA 94520 Phone # (925) 933-1578 Mobile # (925) 212-2425	Term expires 06/14

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Term expires 02/16