

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, March 10, 2015
2:00 p.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**
Conference Call Access:
Please call (925) 680-2040

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

1. Call to Order – Roll Call
2. Agenda Approval
3. Approval of Minutes of January 13, 2015*
4. Public Comment
5. Clipper Update
6. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – December 2014/January 2015*
7. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – December 2014/January 2015*
 - b. Driver Appreciation Winners – January-Joshua Barret, February – Ronilio Salvador
 - c. Website User Information – January/February 2015*
 - 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

- 8. Committee Member Communications
- 9. Adjournment – Next Meeting – May 12, 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, March 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, March 25, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, May 12, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 9, 8:30 a.m., 100 Gregory Ln. Pleasant Hill
Operations & Scheduling:	Friday, April 3, 8:00 a.m., 309 Diablo Rd., Danville

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 January 13, 2015

The meeting was called to order at 2:05 PM.

Members present were: Cary Kennerley, David Libby, Randy Pedersoli, and David Loyd.

Staff present: Valerie Volk and Pam Rutherford

Approval of Agenda

The agenda was approved.

Approval of the Minutes of September 9, 2014

The minutes were approved.

Public Comment

There was no public comment.

Shadelands Shuttle Route Fare Subsidy

Information was provided on the fare subsidy to provide route 7 Shadelands Shuttle to be free. Ms. Volk said the agreement was finalized at the start date is February 1, 2015.

Cap and Trade Grant

County Connection is receiving a grant of \$185,881 to provide service to a disadvantage community. Staff is proposing to fund service, the Martinez Shuttle, that was developed in the Adaptive Service Plan serving Amtrak to Arnold Dr by Walmart.

Prior to meeting, Chairman Kennerley emailed Ms. Burdick to find out what makes eastern a disadvantage community – income/pollution? Ms. Muzzini replied:

As part of the Cap and Trade deal; the CalEPA came up with the "enviro screen" that identified DAC's (disadvantaged communities). They used income but also air quality indicators to come up with the DAC's. The Bay Area didn't like the results; argued and lost. Many of the DAC's are in the central valley. Not very many in the Bay Area. Unlike the Title VI definition where low income and race are used to determine a disadvantaged community. Because the Cap and Trade funds are supposed to be used to reduce poor air quality; they threw in a bunch of indicators that reflect that.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for November and December 2014 were provided.

- B. LINK monthly operating reports for October 2014 were reviewed. Mr. Pedersoli thought it would be helpful to have +/- variance available on the report. Ms. Rutherford is going to make this suggestion.
- C. Ramp events recorded on the fixed-route system October and November 2014 were reviewed. Mr. Pedersoli asked what Ramp Events were. Ms. Volk replied that anytime the ramp is used. It can be used for a wheelchair, for someone who can't step up/down, someone with a stroller, are some examples.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for October and November 2014 were reviewed. Average weekday ridership increased both months over previous year figures.
- B. Driver Appreciation Winners – Denae Wilson and Yvonne Barnes were the winners for November and December.
- C. CCCTA Website User Information - Staff provided website user statistics for November and December 2014. Mr. Libby wanted to know if the mobile schedules was related to bus tracker. Ms. Volk will relay this question to Ms. Burdick to answer at the next meeting.
- 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. It was stated by Chairman Kennerley that the percentage of calls vs number of complaints is very low. 52 complaints were received out of of 10,909 calls answered.

Member Communication

None.

Adjournment

The meeting was adjourned at 2:45 PM.

The next meeting is scheduled for Tuesday, March 10, 2015.

Minutes prepared by Valerie Volk on January 13, 2015.

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	51	37	1	0	63	41	0	0	38	23	0	0	25	10	0	0
DEC	68	47	0	0	44	29	1	0	40	26	0	0	36	22	0	0
JAN	46	22	1	0	48	31	0	0	27	14	0	0	35	19	0	0
FEB	54	41	0	0	46	24	0	0	24	12	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	492	330	3	1	626	407	1	0	289	169	0	0	356	208	1	1

2,889 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

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

SUMMARY	DECEMBER FY 13/14	DECEMBER FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	11,173	11,775	73,623	72,963
2 TOTAL ATTENDANTS	745	691	4,861	4,452
3 TOTAL COMPANIONS	50	96	381	441
4 TOTAL PASSENGERS	11,968	12,562	78,865	77,856
5 TOTAL SERVICE DAYS	30	30	180	180
6 VEHICLE REVENUE HOURS	5,710	6,060	37,130	37,677
7 VEHICLE SERVICE HOURS	7,224	7,612	46,787	46,786
8 VEHICLE NON REV HOURS	1,514	1,552	9,657	9,110
9 VEHICLE SERVICE MILES	112,936	118,515	740,376	740,433
10 VEHICLE REVENUE MILES	92,132	98,218	606,993	612,100
11 VEHICLE NON REV MILES	20,804	20,297	133,383	125,972
12 PASS. PER REVENUE HOUR	2.10	2.07	2.12	2.07
13 CLIENT PER REVENUE HOUR	1.96	1.94	1.98	1.94
14 PASS. PER SERVICE HOUR	1.66	1.65	1.69	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	1,097	1,136	6,702	6,847
18 SAME DAY TRIPS	203	162	1,081	556
19 SUBSCRIPTION TRIPS	5,219	6,256	35,293	39,840
20 DEMAND	6,010	5,526	38,426	33,233
21 FAREBOX REVENUE	\$11,968.69	\$10,893.58	\$68,437.03	\$68,947.33
22 PREPAID CLIENTS	\$10,488.00	\$6,015.00	\$54,828.50	\$52,004.30
23 COLLECTED BILLING	\$47,184.00	\$17,116.00	\$147,948.00	\$147,506.00
24 TOTAL REVENUE COLLECTED	\$69,640.69	\$34,024.58	\$271,213.53	\$268,457.63
25 CHARGEABLE ACCIDENTS	0	0	3	5
26 SERVICE COMPLAINTS	0	0	7	9
27 SERVICE COMMENDATIONS	1	0	14	9
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	18	18
30 DRIVER TURNOVER	2%	6.3%	3.5%	16.6%
31 SCHEDULE ADHERENCE	87%	79%	99%	84%
32 WHEELCHAIR BOARDING'S	3,179	4,275	21,186	21,669
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,127	6,476	N/A	N/A
35 UNDUPLICATED CLIENTS	1,123	1,071	N/A	N/A
36 NO-SHOWS	62	158	423	676
37 CANCELS	1,407	2,111	10,952	11,108
38 AVG. TRIP LENGTH (MILES)	9.4	9.4	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	16,765	16,957	105,570	109,931
42 FLEET M.P.G.	6.7	7.0	7.0	6.7

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

SUMMARY	JANUARY FY 13/14	JANUARY FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,856	11,979	86,479	84,942
2 TOTAL ATTENDANTS	663	617	5,524	5,069
3 TOTAL COMPANIONS	72	37	453	478
4 TOTAL PASSENGERS	13,591	12,633	92,456	90,489
5 TOTAL SERVICE DAYS	30	30	210	210
6 VEHICLE REVENUE HOURS	6,147	5,933	43,277	43,487
7 VEHICLE SERVICE HOURS	7,624	7,392	54,411	53,964
8 VEHICLE NON REV HOURS	1,478	1,459	11,135	10,476
9 VEHICLE SERVICE MILES	123,123	116,958	863,499	857,391
10 VEHICLE REVENUE MILES	100,687	96,822	707,680	708,922
11 VEHICLE NON REV MILES	22,436	20,136	155,819	146,108
12 PASS. PER REVENUE HOUR	2.21	2.13	2.14	2.08
13 CLIENT PER REVENUE HOUR	2.09	2.02	2.00	1.95
14 PASS. PER SERVICE HOUR	1.78	1.71	1.70	1.68
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	1,184	1,198	7,886	8,045
18 SAME DAY TRIPS	121	72	1,202	628
19 SUBSCRIPTION TRIPS	6,315	6,369	41,608	46,209
20 DEMAND	6,538	5,622	44,964	38,855
21 FAREBOX REVENUE	\$13,384.73	\$10,934.01	\$81,821.76	\$79,881.34
22 PREPAID CLIENTS	\$7,992.00	\$11,364.50	\$62,820.50	\$63,368.80
23 COLLECTED BILLING	\$21,316.00	\$11,424.00	\$169,264.00	\$158,930.00
24 TOTAL REVENUE COLLECTED	\$42,692.73	\$33,722.51	\$313,906.26	\$302,180.14
25 CHARGEABLE ACCIDENTS	2	0	5	5
26 SERVICE COMPLAINTS	0	2	7	11
27 SERVICE COMMENDATIONS	2	1	16	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	4	22	22
30 DRIVER TURNOVER	1%	7.6%	4.7%	24.2%
31 SCHEDULE ADHERENCE	87%	78%	88%	84%
32 WHEELCHAIR BOARDING'S	3,218	2,895	24,404	24,564
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,990	6,561	N/A	N/A
35 UNDUPLICATED CLIENTS	1,132	1,052	N/A	N/A
36 NO-SHOWS	80	108	503	784
37 CANCELS	2,959	2,722	13,911	13,830
38 AVG. TRIP LENGTH (MILES)	9.1	9.3	9.3	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	16,765	16,694	121,390	126,625
42 FLEET M.P.G.	7.3	7.0	7.1	6.8

Agenda Item 7.a

TO: O&S Committee

DATE: January 20, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 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	280,089		
Average Weekday	11,639	12,798	
Pass/Rev Hour	14.7	16.2	Standard Goal > 17.0
Missed Trips	0.17%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	40,634	33,681	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in December (11,639 passengers) than November (12,873 passengers) and higher December 2013 (11,121 passengers).

Passengers per hour in December was 14.7, a decrease from 16.1 in November and a slight increase from December 2013 when passengers per hour was 14.3.

The percentage of missed trips in December was 0.17%. An increase from the prior month (0.03%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 40,634 miles in December, lower than the prior month in which there were 62,900 miles between roadcalls. The 12 month average is 33,681 miles between roadcalls.

NOTE:

'Pass/Rev Hour (14.7)' does not include passenger for the BART Bus Bridge or the Walnut Creek Marathon event.

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
December 2014 - Fixed Route Boardings	278,734	Revenue Hours -	December 2014	18,937	Weekdays -	December 14	22	Fiscal 2015 YTD	1,791,157
			December 2013	18,183		December 13	21		
Event - BART Bus Bridge	1,302	Revenue Miles -	December 2014	208,246	Saturdays -	December 14	4	Fiscal 2014 YTD	1,648,601
Event - Walnut Creek Marathon	53		December 2013	198,172		December 13	4		
					Sundays -	December 14	4		
						December 13	5		
December 2014 Total Boardings	280,089	Passengers per Mile		1.3	Total Days - 2013	30	YTD Trend	8.6%	
December 2013 Total Boardings	259,214	Passengers per Hour		14.8	2012	30	Monthly Trend	8.1%	

December 2014 Fixed Route Passenger Total						December 2014 Weekday Average	December 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,633			6,633	302	11.4
2	Rudgear / Walnut Creek	411			411	19	4.8
4	Walnut Creek Downtown Shuttle	18,347	2,652	1,872	22,871	834	24.4
4H **	Walnut Creek Extended Holiday Service	468	346		814	22	7.3
5	Creekside / Walnut Creek	6,285			6,285	286	16.4
6	Lafayette / Moraga / Orinda	9,250	323	260	9,833	420	12.3
7	Shadelands / Pleasant Hill	3,335			3,335	152	7.4
9	DVC / Walnut Creek	11,194			11,194	509	12.1
10	Concord / Clayton Rd	22,529			22,529	1,024	21.3
11	Treat Blvd / Oak Grove	5,968			5,968	271	13.9
14	Monument Blvd	12,431			12,431	565	14.4
15	Treat Boulevard	10,392			10,392	472	15.2
16	Alhambra Ave / Monument Blvd	15,050			15,050	684	13.2
17	Olivera/Solano / Salvio / North Concord	5,483			5,483	249	13.3
18	Amtrak / Merello / Pleasant Hill	9,103			9,103	414	12.8
19	Amtrak / Pacheco Blvd / Concord	2,783			2,783	127	9.1
20	DVC / Concord	24,926			24,926	1,133	22.9
21	Walnut Creek / San Ramon Transit Center	12,545			12,545	570	11.3
25	Lafayette / Walnut Creek	1,429			1,429	65	7.0
28	North Concord / Martinez	6,476			6,476	294	9.5
35	Dougherty Valley	10,068			10,068	458	13.7
36	San Ramon / Dublin	4,975			4,975	226	8.1
91X	Concord Commuter Express	1,431			1,431	65	12.4
92X	Ace Shuttle Express	4,659			4,659	212	17.7
93X	Kirker Pass Express	4,396			4,396	200	14.1
95X	San Ramon / Danville Express	3,374			3,374	153	15.2
96X	Bishop Ranch Express	11,348			11,348	516	14.9
97X	Bishop Ranch Express	2,139			2,139	97	11.0
98X	Martinez Express	8,905			8,905	405	15.3
250 *	Gael Rail Service	51	68	38	157	7	1.9
260 *	Cal State East Bay / Concord Bart	145			145	18	2.1
301	Rossmoor / John Muir Medical Center		281	239	520	0	7.4
310	Concord Bart / Clayton Rd / Kirker Pass		1,969	1,504	3,474	0	31.0
311	Concord / Oak Grove / Treat Blvd / WC		1,020	839	1,859	0	14.7
314	Clayton Rd / Monument Blvd / PH		2,745	2,074	4,819	0	22.1
315	Concord / Willow Pass / Landana		241	183	424	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,335	1,122	2,457	0	14.9
320	DVC / Concord		967	722	1,689	0	17.2
321	San Ramon / Walnut Creek		1,060	825	1,884	0	11.2
Alamo Creek	Alamo Creek / BART Walnut Creek	320			320	15	1.5
Night Owl	San Francisco / Walnut Creek / Bay Point						#VALUE!
600's	Select Service	19,198			19,198	873	25.0
TOTALS		256,049	13,007	9,678	278,734	11,639	14.7

* Data from Link ** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: February 17, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for January 2015

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	293,173		
Average Weekday	12,756	12,792	
Pass/Rev Hour	15.5	16.1	Standard Goal > 17.0
Missed Trips	0.08%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	25,383	33,955	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in January (12,756 passengers) than December (11,639 passengers) and higher January 2013 (12,008 passengers).

Passengers per hour in January was 15.5, a increase from 14.7 in December and an increase from December 2013 when passengers per hour was 13.9.

The percentage of missed trips in January was 0.08%. An decrease from the prior month (0.17%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 25,383 miles in January, lower than the prior month in which there were 40,634 miles between roadcalls. The 12 month average is 33,955 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			
January 2015 - Fixed Route Boardings	293,173	Revenue Hours -	January 2015	18,428	Weekdays - January 15	21	Fiscal 2015 YTD	2,084,330		
			January 2014	20,408	January 14	22				
		Revenue Miles -	January 2015	201,536	Saturdays - January 15	5			Fiscal 2014 YTD	1,933,265
			January 2014	206,956	January 14	4				
			January 15	4	Sundays - January 15	4				
January 14	4									
January 2015 Total Boardings	293,173	Passengers per Mile			1.5	Total Days - 2013	30	YTD Trend	7.8%	
January 2014 Total Boardings	284,664	Passengers per Hour			15.9	2012	30	Monthly Trend	3.0%	

January 2015 Fixed Route Passenger Total						January 2015 Weekday Average	January 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,284			7,284	347	13.2
2	Rudgear / Walnut Creek	468			468	22	5.7
4	Walnut Creek Downtown Shuttle	16,700	3,236	1,834	21,770	795	23.7
5	Creekside / Walnut Creek	7,207			7,207	343	18.4
6	Lafayette / Moraga / Orinda	9,958	612	440	11,009	474	13.8
7	Shadelands / Pleasant Hill	3,374			3,374	161	7.5
9	DVC / Walnut Creek	10,968			10,968	522	12.4
10	Concord / Clayton Rd	23,530			23,530	1,120	23.4
11	Treat Blvd / Oak Grove	6,198			6,198	295	15.1
14	Monument Blvd	12,933			12,933	616	15.6
15	Treat Boulevard	11,358			11,358	541	17.4
16	Alhambra Ave / Monument Blvd	16,163			16,163	770	14.8
17	Olivera/Solano / Salvio / North Concord	5,577			5,577	266	14.2
18	Amtrak / Merello / Pleasant Hill	9,635			9,635	459	14.2
19	Amtrak / Pacheco Blvd / Concord	2,853			2,853	136	9.8
20	DVC / Concord	26,216			26,216	1,248	25.1
21	Walnut Creek / San Ramon Transit Center	12,794			12,794	609	12.0
25	Lafayette / Walnut Creek	1,321			1,321	63	6.4
28	North Concord / Martinez	6,781			6,781	323	10.5
35	Dougherty Valley	10,313			10,313	491	14.7
36	San Ramon / Dublin	5,362			5,362	255	9.1
91X	Concord Commuter Express	1,326			1,326	63	12.0
92X	Ace Shuttle Express	4,315			4,315	205	19.4
93X	Kirker Pass Express	4,528			4,528	216	15.2
95X	San Ramon / Danville Express	3,971			3,971	189	18.8
96X	Bishop Ranch Express	11,947			11,947	569	16.4
97X	Bishop Ranch Express	2,117			2,117	101	11.5
98X	Martinez Express	8,705			8,705	415	15.6
250 *	Gael Rail Service	138	140	113	391	15	4.0
260 *	Cal State East Bay / Concord Bart	287			287	19	2.2
301	Rossmoor / John Muir Medical Center		412	311	723	0	9.0
310	Concord Bart / Clayton Rd / Kirker Pass		2,432	1,407	3,838	0	30.3
311	Concord / Oak Grove / Treat Blvd / WC		1,063	675	1,738	0	12.5
314	Clayton Rd / Monument Blvd / PH		3,493	2,002	5,495	0	22.4
315	Concord / Willow Pass / Landana		289	152	440	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,682	1,007	2,689	0	14.5
320	DVC / Concord		1,196	622	1,819	0	16.3
321	San Ramon / Walnut Creek		1,370	814	2,184	0	11.5
Alamo Creek	Alamo Creek / BART Walnut Creek	273			273	13	1.6
600's	Select Service	23,273			23,273	1,108	25.5
TOTALS		267,872	15,925	9,375	293,173	12,756	15.5

* Data from Link ** Seasonal Route

Overview

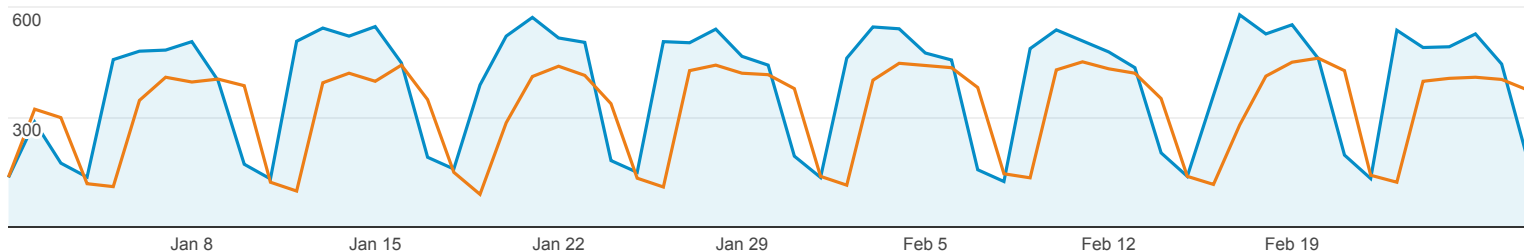
Jan 1, 2015 - Feb 28, 2015
Compare to: Jan 1, 2014 - Feb 28, 2014

All Sessions
+0.00%

Explorer

Summary

Jan 1, 2015 - Feb 28, 2015: ● Sessions
Jan 1, 2014 - Feb 28, 2014: ● Sessions



Device Category	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	21.60% ▲ 22,873 vs 18,810	13.11% ▼ 21.74% vs 25.02%	5.65% ▲ 4,972 vs 4,706	9.02% ▼ 39.15% vs 35.91%	4.65% ▼ 3.79 vs 3.98	6.09% ▼ 00:05:56 vs 00:06:20	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00
1. mobile									
Jan 1, 2015 -	18,105 (79.15%)	21.35%	3,866 (77.76%)	41.02%	3.74	00:06:15	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jan 1, 2014 -	14,322 (76.14%)	24.89%	3,565 (75.75%)	38.85%	3.85	00:06:42	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	26.41%	-14.22%	8.44%	5.59%	-2.75%	-6.52%	0.00%	0.00%	0.00%
2. desktop									
Jan 1, 2015 -	3,578 (15.64%)	25.77%	922 (18.54%)	28.93%	3.31	00:04:36	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jan 1, 2014 -	3,570 (18.98%)	27.70%	989 (21.02%)	25.01%	3.63	00:04:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	0.22%	-6.98%	-6.77%	15.64%	-8.84%	1.76%	0.00%	0.00%	0.00%
3. tablet									
Jan 1, 2015 -	1,190 (5.20%)	15.46%	184 (3.70%)	41.34%	5.97	00:05:11	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jan 1, 2014 -	918 (4.88%)	16.56%	152 (3.23%)	32.35%	7.30	00:07:39	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	29.63%	-6.62%	21.05%	27.79%	-18.24%	-32.26%	0.00%	0.00%	0.00%

Rows 1 - 3 of 3

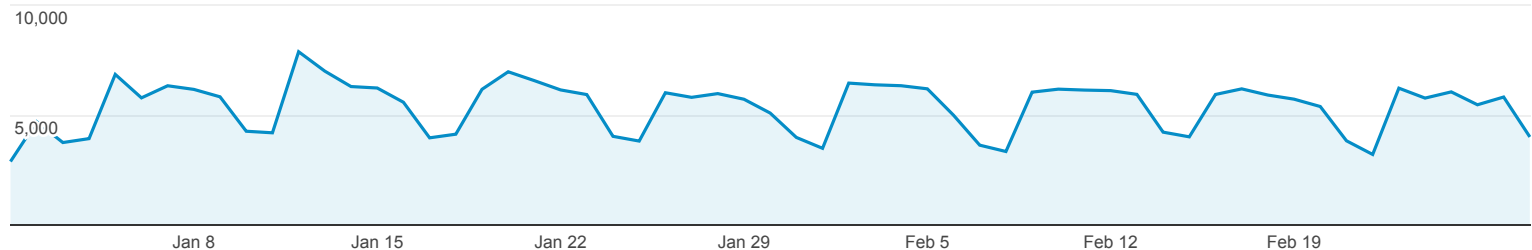
Jan 1, 2015 - Feb 28, 2015

Pages

All Sessions
100.00%

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	316,496 % of Total: 100.00% (316,496)	232,084 % of Total: 100.00% (232,084)	00:01:42 Avg for View: 00:01:42 (0.00%)	119,558 % of Total: 100.00% (119,558)	48.51% Avg for View: 48.51% (0.00%)	37.78% Avg for View: 37.78% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	58,912 (18.61%)	39,143 (16.87%)	00:01:05	34,949 (29.23%)	17.56%	23.91%	\$0.00 (0.00%)
2. /mobile-schedules/	38,707 (12.23%)	22,576 (9.73%)	00:00:37	6,014 (5.03%)	21.55%	10.74%	\$0.00 (0.00%)
3. /maps-schedules/	28,013 (8.85%)	17,873 (7.70%)	00:01:04	14,569 (12.19%)	21.60%	21.66%	\$0.00 (0.00%)
4. /schedule/6/	11,253 (3.56%)	9,656 (4.16%)	00:05:44	7,132 (5.97%)	84.28%	77.83%	\$0.00 (0.00%)
5. /schedule/98X/	8,719 (2.75%)	7,517 (3.24%)	00:03:41	5,078 (4.25%)	85.09%	69.30%	\$0.00 (0.00%)
6. /schedule/20/	8,473 (2.68%)	7,040 (3.03%)	00:03:43	3,464 (2.90%)	77.95%	61.16%	\$0.00 (0.00%)
7. /schedule/18/	8,354 (2.64%)	6,778 (2.92%)	00:03:01	2,754 (2.30%)	71.65%	50.23%	\$0.00 (0.00%)
8. /schedule/9/	7,336 (2.32%)	5,986 (2.58%)	00:03:22	2,609 (2.18%)	74.19%	54.78%	\$0.00 (0.00%)
9. /schedule/16/	7,292 (2.30%)	5,937 (2.56%)	00:03:19	2,317 (1.94%)	73.05%	52.96%	\$0.00 (0.00%)
10. /schedule/10/	7,066 (2.23%)	5,820 (2.51%)	00:03:40	2,997 (2.51%)	76.11%	61.48%	\$0.00 (0.00%)
11. /fares/	6,415 (2.03%)	4,991 (2.15%)	00:01:29	1,250 (1.05%)	55.36%	30.83%	\$0.00 (0.00%)
12. /schedule/15/	5,776 (1.82%)	4,779 (2.06%)	00:03:15	1,807 (1.51%)	77.43%	56.25%	\$0.00 (0.00%)
13. /schedule/21/	5,515 (1.74%)	4,443 (1.91%)	00:02:59	1,866 (1.56%)	72.29%	53.78%	\$0.00 (0.00%)
14. /schedule/4/	5,462 (1.73%)	4,553 (1.96%)	00:04:15	3,279 (2.74%)	78.44%	70.19%	\$0.00 (0.00%)
15. /schedule/14/	4,910 (1.55%)	4,003 (1.72%)	00:02:56	1,465 (1.23%)	71.15%	50.14%	\$0.00 (0.00%)
16. /schedule/28/	4,559 (1.44%)	3,636 (1.57%)	00:03:29	1,521 (1.27%)	71.42%	52.49%	\$0.00 (0.00%)
17. /schedule/96X/	4,505 (1.42%)	3,678 (1.58%)	00:02:56	1,893 (1.58%)	74.30%	57.31%	\$0.00 (0.00%)
18. /schedule/35/	4,481 (1.42%)	3,549 (1.53%)	00:03:17	1,904 (1.59%)	73.11%	57.22%	\$0.00 (0.00%)
19. /schedule/11/	4,368 (1.38%)	3,516 (1.51%)	00:02:46	1,136 (0.95%)	72.47%	43.73%	\$0.00 (0.00%)
20. /schedule/316/	4,107 (1.30%)	3,380 (1.46%)	00:03:16	1,382 (1.16%)	76.79%	56.71%	\$0.00 (0.00%)
21. /schedule/314/	4,001 (1.26%)	3,342 (1.44%)	00:03:30	1,452 (1.21%)	78.79%	61.41%	\$0.00 (0.00%)
22. /schedule/5/	3,833 (1.21%)	3,264 (1.41%)	00:03:53	1,932 (1.62%)	82.09%	66.50%	\$0.00 (0.00%)

23.	/how-to-ride/	2,957 (0.93%)	2,139 (0.92%)	00:00:39	77 (0.06%)	32.89%	10.82%	\$0.00 (0.00%)
24.	/schedule/17/	2,938 (0.93%)	2,459 (1.06%)	00:03:07	1,081 (0.90%)	76.78%	56.74%	\$0.00 (0.00%)
25.	/schedule/310/	2,461 (0.78%)	2,124 (0.92%)	00:03:18	904 (0.76%)	77.32%	63.23%	\$0.00 (0.00%)
26.	/schedule/321/	2,419 (0.76%)	2,035 (0.88%)	00:03:19	846 (0.71%)	75.91%	60.15%	\$0.00 (0.00%)
27.	/schedule/19/	2,369 (0.75%)	1,833 (0.79%)	00:01:56	403 (0.34%)	65.26%	31.03%	\$0.00 (0.00%)
28.	/schedule/1/	2,360 (0.75%)	1,800 (0.78%)	00:02:58	522 (0.44%)	69.52%	44.07%	\$0.00 (0.00%)
29.	/schedule/95X/	2,273 (0.72%)	1,837 (0.79%)	00:01:46	647 (0.54%)	68.32%	39.55%	\$0.00 (0.00%)
30.	/schedule/311/	2,143 (0.68%)	1,730 (0.75%)	00:03:03	517 (0.43%)	71.57%	49.09%	\$0.00 (0.00%)
31.	/schedule/93X/	2,127 (0.67%)	1,666 (0.72%)	00:03:12	713 (0.60%)	71.09%	50.31%	\$0.00 (0.00%)
32.	/driver-login/?force=desktop	2,126 (0.67%)	1,354 (0.58%)	00:02:16	793 (0.66%)	49.19%	50.38%	\$0.00 (0.00%)
33.	/maps-schedules/600-select-service/	2,073 (0.65%)	847 (0.36%)	00:01:14	112 (0.09%)	46.43%	22.19%	\$0.00 (0.00%)
34.	/schedule/320/	2,055 (0.65%)	1,696 (0.73%)	00:02:24	508 (0.42%)	68.50%	46.33%	\$0.00 (0.00%)
35.	/schedule/7/	1,990 (0.63%)	1,545 (0.67%)	00:02:10	432 (0.36%)	72.52%	42.41%	\$0.00 (0.00%)
36.	/schedule/36/	1,838 (0.58%)	1,405 (0.61%)	00:02:34	428 (0.36%)	72.73%	44.02%	\$0.00 (0.00%)
37.	/?force=desktop	1,578 (0.50%)	1,099 (0.47%)	00:00:43	105 (0.09%)	51.43%	17.81%	\$0.00 (0.00%)
38.	/schedule/97X/	1,457 (0.46%)	1,135 (0.49%)	00:02:00	509 (0.43%)	62.16%	42.42%	\$0.00 (0.00%)
39.	/about/jobs/	1,402 (0.44%)	676 (0.29%)	00:01:44	270 (0.23%)	42.55%	39.80%	\$0.00 (0.00%)
40.	/about/	1,325 (0.42%)	1,066 (0.46%)	00:00:34	46 (0.04%)	58.70%	14.87%	\$0.00 (0.00%)
41.	/e-store/	1,301 (0.41%)	865 (0.37%)	00:01:49	76 (0.06%)	75.00%	41.20%	\$0.00 (0.00%)
42.	/schedule/92X/	1,277 (0.40%)	918 (0.40%)	00:02:15	363 (0.30%)	61.98%	39.31%	\$0.00 (0.00%)
43.	/link/	1,273 (0.40%)	960 (0.41%)	00:01:13	527 (0.44%)	45.54%	33.86%	\$0.00 (0.00%)
44.	/fares/where-to-buy/	1,166 (0.37%)	898 (0.39%)	00:01:23	275 (0.23%)	61.31%	36.45%	\$0.00 (0.00%)
45.	/driver-login/	1,162 (0.37%)	645 (0.28%)	00:02:39	379 (0.32%)	51.96%	43.03%	\$0.00 (0.00%)
46.	/fares/clipper-card/	956 (0.30%)	826 (0.36%)	00:00:47	146 (0.12%)	50.00%	25.63%	\$0.00 (0.00%)
47.	/how-to-ride/paying-your-fare/	897 (0.28%)	731 (0.31%)	00:01:43	66 (0.06%)	62.12%	21.85%	\$0.00 (0.00%)
48.	/public-meetings/	891 (0.28%)	698 (0.30%)	00:00:33	29 (0.02%)	41.38%	11.67%	\$0.00 (0.00%)
49.	/maps-schedules/route-250-st-marys-college-gael-rail-shuttle-schedule/	843 (0.27%)	700 (0.30%)	00:03:27	423 (0.35%)	65.96%	58.72%	\$0.00 (0.00%)
50.	/schedule/25/	818 (0.26%)	662 (0.29%)	00:02:16	191 (0.16%)	73.30%	43.15%	\$0.00 (0.00%)

Rows 1 - 50 of 1932

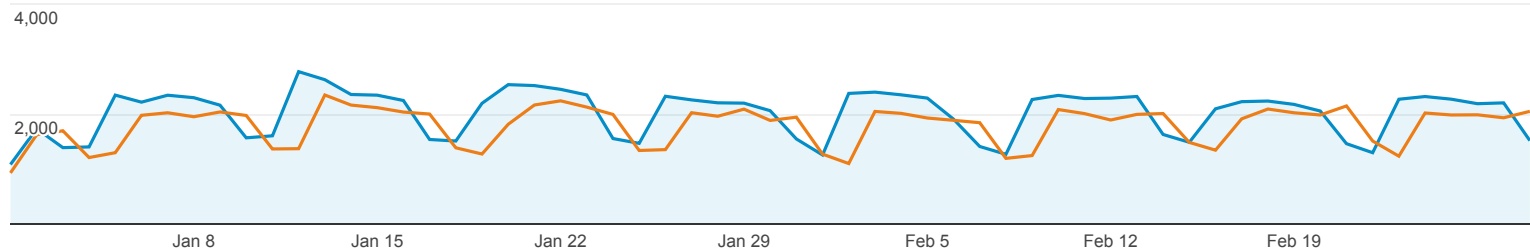
Visitor Report

Jan 1, 2015 - Feb 28, 2015
Compare to: Jan 1, 2014 - Feb 28, 2014

All Sessions
+0.00%

Report Tab

Jan 1, 2015 - Feb 28, 2015: ● Sessions
Jan 1, 2014 - Feb 28, 2014: ● Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		12.66% ▲ 119,598 vs 106,161	10.25% ▲ 47,769 vs 43,328	6.24% ▲ 316,496 vs 297,906	1.48% ▼ 00:02:47 vs 00:02:50	5.70% ▼ 2.65 vs 2.81
1. Returning Visitor	Yes					
Jan 1, 2015 - Feb 28, 2015		65,837 (55.05%)	11,913 (20.74%)	160,006 (50.56%)	00:02:50	2.43
Jan 1, 2014 - Feb 28, 2014		54,158 (51.01%)	10,353 (19.71%)	136,485 (45.81%)	00:02:48	2.52
% Change		21.56%	15.07%	17.23%	1.22%	-3.56%
2. New Visitor	Yes					
Jan 1, 2015 - Feb 28, 2015		22,813 (19.07%)	22,800 (39.70%)	60,705 (19.18%)	00:02:28	2.66
Jan 1, 2014 - Feb 28, 2014		18,023 (16.98%)	17,992 (34.26%)	51,493 (17.28%)	00:02:35	2.86
% Change		26.58%	26.72%	17.89%	-4.71%	-6.86%
3. New Visitor	No					
Jan 1, 2015 - Feb 28, 2015		17,457 (14.60%)	17,437 (30.36%)	54,506 (17.22%)	00:02:55	3.12
Jan 1, 2014 - Feb 28, 2014		17,892 (16.85%)	17,865 (34.01%)	59,534 (19.98%)	00:03:05	3.33
% Change		-2.43%	-2.40%	-8.45%	-5.28%	-6.16%
4. Returning Visitor	No					
Jan 1, 2015 - Feb 28, 2015		13,491 (11.28%)	5,280 (9.19%)	41,279 (13.04%)	00:02:59	3.06
Jan 1, 2014 - Feb 28, 2014		16,088 (15.15%)	6,311 (12.02%)	50,394 (16.92%)	00:02:57	3.13
% Change		-16.14%	-16.34%	-18.09%	1.00%	-2.32%

Rows 1 - 4 of 4