

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

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

**County Connection 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 September 8, 2015*
4. Public Comment
5. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – July *
6. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – August/September 2015*
 - b. Driver Appreciation Winners – September – Sophia Morris-Martinez & October – Debbie Lowrey
 - c. Website User Information – September/October 2015*
 - d. Customer Service Report – September/October 2015

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

7. Committee Member Communications
8. Adjournment – Next Meeting – January 12, 2016

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, Nov. 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, Dec. 2, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, Jan.12, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, Dec. 3, 8:30 a.m., 2477 Arnold Industrial Way, Concord
Operations & Scheduling:	Friday, Dec 8, 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 September 8, 2015

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

Members present were: Jeremy Weinstein, Eileen Volk, Randy Pedersoli, and Hayden Padgett.

Staff present: Mary Burdick, Mark Weinstein (LINK)

Guests: Tate Baugh (Danville), Ralph Hoffmann (Walnut Creek), Elain Welch and Tighe Boyle from Senior Helpline Services.

Approval of Agenda

The agenda was approved.

Approval of the Minutes of July 14, 2015

The minutes were approved.

Public Comment

Tate Baugh is a resident of Danville and uses County Connection services regularly to access his job in Walnut Creek. He expressed his concern about the lack of service on holidays.

Mobility Management Update

Ms. Burdick introduced Elaine Welch and Tighe Boyle with Senior Helpline Services who were awarded the contract to develop and implement the mobility management program in Contra Costa County, and parts of Alameda County.

Ms. Welch began by explaining that the idea of mobility management began 15 years ago with the focus on keeping seniors active and in their own homes. Accomplishments to date include:

- A pool of approximately 200 volunteer drivers that provide door-through-door service for senior, disabled, and low income residents.
- An inventory of public, private, and community based organizations that provide transportation services.
- In partnership with ILR, are developing a travel training program for those with specialized travel training needs.
- Finalizing a brochure/booklet that details the various travel related resources.

Next Steps Include:

- Development of a transportation database accessible to the public.
- Standardizing rules and criteria for ADA qualification to remove some of the ambiguity of interpretation.

Clipper Marketing Update

Ms. Burdick provided the Committee with a schedule of “soft launch” activities expected with the Nov. 1 implementation of Clipper on the 4 East Bay agencies. These include Clipper in the East Bay brochures and take ones, interior bus ads and decals, news releases and social media. The focus during November and December will be getting the word out to existing bus riders.

Paid advertising will take place in January and will include exterior bus ads, BART station ads, radio ads (including digital), and social media advertising campaigns.

Lamorinda Transit Study – Consultant update

Ms. Burdick provided the update report by Nelson Nygaard that describes the public feedback received on the prioritized alternatives, and identified further refinements. The projects that were ultimately recommended for funding pursuit include:

- Moraga/Orinda BART Shuttle
- Taxi Subsidy Program
- Expansion of School Bus Program
- Increased School Transportation Program Coordination

The next step is to get support and approval from the various partners.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July and August 2015 were reviewed with no comments.
- B. LINK monthly operating report for June 2015 was reviewed without comment.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2015 were reviewed.
- B. Driver Appreciation Winners – No driver cards were submitted during July and August.
- C. CCCTA Website User Information - Staff provided website user statistics for June and July 2015.
- 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 during July 2015. Due to software update much of the call center activity for August was not available. Of the 6,117 calls answered in July, 23 were complaint calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:15 PM.

The next meeting was scheduled for Tuesday, November 10, 2015.

Minutes prepared by Mary Burdick on November 2, 2015.

ADA CERTIFICATION and RECERTIFICATION FY 2016

MONTH	FY 2016				FY 2015				FY 2016				FY 2015			
	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	38	1	0	54	36	0	0	32	16	0	0	50	28	0	0
AUG	69	50	0	0	70	44	1	1	15	4	0	0	41	23	0	0
SEPT	56	36	0	0	86	63	0	0	26	13	0	0	39	24	0	0
OCT	45	27	0	0	63	40	0	0	26	15	0	0	30	19	0	0
NOV					51	37	1	0					38	23	0	0
DEC					68	47	0	0					40	26	0	0
JAN					46	22	1	0					27	14	0	0
FEB					54	41	0	0					24	12	0	0
MAR					56	39	1	0					28	17	0	0
APR					56	38	0	0					33	22	0	0
MAY					71	51	0	0					26	9	0	0
JUN					43	24	0	0					52	29	0	0
TOTAL	224	151	1	0	718	482	4	1	99	48	0	0	428	246	0	0

2,792 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JULY FY 15/16**

SUMMARY	JULY FY 14/15	JULY FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,551	12,637	12,551	12,637
2 TOTAL ATTENDANTS	810	780	810	780
3 TOTAL COMPANIONS	69	74	69	74
4 TOTAL PASSENGERS	13,430	13,491	13,430	13,491
5 TOTAL SERVICE DAYS	30	30	30	30
6 VEHICLE REVENUE HOURS	6,415	6,450	6,415	6,450
7 VEHICLE SERVICE HOURS	7,832	7,859	7,832	7,859
8 VEHICLE NON REV HOURS	1,417	1,409	1,417	1,409
9 VEHICLE SERVICE MILES	126,964	116,220	126,964	116,220
10 VEHICLE REVENUE MILES	102,808	98,275	102,808	98,275
11 VEHICLE NON REV MILES	21,795	17,945	21,795	17,945
12 PASS. PER REVENUE HOUR	2.09	2.09	2.09	2.09
13 CLIENT PER REVENUE HOUR	1.96	1.96	1.96	1.96
14 PASS. PER SERVICE HOUR	1.71	1.72	1.71	1.72
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.12
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1107	1,000	1,107	1,000
18 SAME DAY TRIPS	79	101	79	101
19 SUBSCRIPTION TRIPS	7,152	7,333	7,152	7,333
20 DEMAND	5,410	5,303	5,410	5,303
21 FAREBOX REVENUE	\$11,787.34	\$12,044.35	\$11,787.34	\$12,044.35
22 PREPAID CLIENTS	\$8,691.80	\$9,127.00	\$8,691.80	\$9,127.00
23 COLLECTED BILLING	\$26,004.00	\$27,224.00	\$26,004.00	\$27,224.00
24 TOTAL REVENUE COLLECTED	\$46,483.14	\$48,395.35	\$46,483.14	\$48,395.35
25 CHARGEABLE ACCIDENTS	0	3	0	3
26 SERVICE COMPLAINTS	3	0	3	0
27 SERVICE COMMENDATIONS	2	0	2	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	2	3
30 DRIVER TURNOVER	1%	5%	1%	5%
31 SCHEDULE ADHERENCE	84%	84%	84%	84%
32 WHEELCHAIR BOARDING'S	3,978	2,099	3,978	2,099
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,824	6,863	N/A	N/A
35 UNDUPLICATED CLIENTS	1,117	1,008	N/A	N/A
36 NO-SHOWS	109	73	109	73
37 CANCELS	1,716	1,325	1,716	1,325
38 AVG. TRIP LENGTH (MILES)	9.5	8.6	9.5	8.6
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,060	17,217	18,060	17,217
42 FLEET M.P.G.	7.0	6.8	7.0	6.8

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2015 - Fixed Route Boardings	297,093	Revenue Hours - August 2015	18,167	Weekdays - Aug 15	21	Fiscal 2016 YTD	581,984	
Special Event(s)		August 2014	18,185	Aug 14	21			
		Revenue Miles - August 2015	200,152	Saturdays - Aug 15	5	Fiscal 2015YTD	563,823	
		August 2014	199,471	Aug 14	5			
				Sundays - Aug 15	5			
				Aug 14	5			
August 2015 Total Boardings	297,093	Passengers per Mile	1.5	Total Days - 2015	31	YTD Trend	3.2%	
August 2014 Total Boardings	289,460	Passengers per Hour	16.35	2014	31	Monthly Trend	2.6%	

August 2015 Fixed Route Passenger Total						August 2015	August 2015
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	7,153	-	-	7,153	341	11.7
2	Rudgear / Walnut Creek	354	-	-	354	17	4.3
3	Martinez Community Shuttle	681	-	-	681	32	4.3
4	Walnut Creek Downtown Shuttle	18,801	2,706	2,161	23,667	895	25.3
5	Creekside / Walnut Creek	9,729	-	-	9,729	463	24.7
6	Lafayette / Moraga / Orinda	8,146	431	405	8,982	388	11.7
7	Shadelands / Pleasant Hill / Walnut Creek	7,160	-	-	7,160	341	16.0
9	DVC / Walnut Creek	12,575	-	-	12,575	599	14.2
10	Concord / Clayton Rd	24,343	-	-	24,343	1,159	24.2
11	Treat Blvd / Oak Grove	7,007	-	-	7,007	334	17.1
14	Monument Blvd	14,205	-	-	14,205	676	17.1
15	Treat Boulevard	10,969	-	-	10,969	522	16.7
16	Alhambra Ave / Monument Blvd	16,443	-	-	16,443	783	15.1
17	Olivera/Solano / Salvio / North Concord	6,308	-	-	6,308	300	16.2
18	Amtrak / Merello / Pleasant Hill	9,688	-	-	9,688	461	14.6
19	Amtrak / Pacheco Blvd / Concord	3,830	-	-	3,830	182	13.2
20	DVC / Concord	25,653	-	-	25,653	1,222	24.7
21	Walnut Creek / San Ramon Transit Center	12,524	-	-	12,524	596	11.8
25	Lafayette / Walnut Creek	1,306	-	-	1,306	62	6.7
28	North Concord / Martinez	7,024	-	-	7,024	334	10.8
35	Dougherty Valley	11,798	-	-	11,798	562	16.8
36	San Ramon / Dublin	5,834	-	-	5,834	278	9.9
91X	Concord Commuter Express	1,611	-	-	1,611	77	14.6
92X	Ace Shuttle Express	4,788	-	-	4,788	228	21.5
93X	Kirker Pass Express	3,895	-	-	3,895	185	12.8
95X	San Ramon / Danville Express	3,964	-	-	3,964	189	18.0
96X	Bishop Ranch Express	11,926	-	-	11,926	568	15.9
97X	Bishop Ranch Express	2,019	-	-	2,019	96	10.2
98X	Martinez Express	9,160	-	-	9,160	436	16.4
250 *	Gael Rail Service	9	13	4	26	5	1.2
260 *	Cal State East Bay / Concord Bart	95	-	-	95	6	0.7
301	Rossmoor / John Muir Medical Center	-	404	420	825		9.4
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,557	2,358	4,915		29.1
311	Concord / Oak Grove / Treat Blvd / WC	-	1,271	1,060	2,332		15.1
314	Clayton Rd / Monument Blvd / PH	-	3,830	2,759	6,589		23.6
315	Concord / Willow Pass / Landana	-	333	307	640		10.1
316	Alhambra / Merello / Pleasant Hill	-	2,008	1,487	3,495		16.7
320	DVC / Concord	-	1,310	916	2,226		17.7
321	San Ramon / Walnut Creek	-	1,299	1,072	2,371		11.3
Alamo Creek *	Alamo Creek / BART Walnut Creek	410	-	-	410	20	2.4
600's	Select Service	8,575	-	-	8,575	408	15.4
TOTALS		267,980	16,161	12,951	297,093	12,761	16.4

* Data from Link ** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: October 19, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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.

	FY15-16		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	333,938		
Average Weekday	14,768	13,143	
Pass/Rev Hour	17.6	16.6	Standard Goal > 17.0
Missed Trips	0.13%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	21,717	35,275	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in September (14,768 passengers) than August (12,761 passengers) and higher than September 2014 (14,410 passengers).

Passengers per hour in September was 17.6, an increase from 16.4 in August and a slight decrease from September 2014 when passengers per hour was 17.8.

The percentage of missed trips in September was 0.13%. A slight increase from the prior month (0.10%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 21,717 miles in September, lower than the prior month in which there were 26,797 miles between roadcalls. The 12 month average is 35,275 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
September 2015 - Fixed Route Boardings	333,938	Revenue Hours - September 2015	18,958	Weekdays - Sep 15	21	Fiscal 2016 YTD	915,921
		September 2014	18,290	Sep 14	21		
Special Event(s)		Revenue Miles - September 2015	206,748	Saturdays - Sep 15	4	Fiscal 2015YTD	890,053
		September 2014	201,165	Sep 14	4		
				Sundays - Sep 15	4		
				Sep 14	4		
September 2015 Total Boardings	333,938	Passengers per Mile	1.6	Total Days - 2015	29	YTD Trend	2.9%
September 2014 Total Boardings	326,230	Passengers per Hour	17.6	2014	29	Monthly Trend	2.4%

September 2015 Fixed Route Passenger Total						September 2015	September 2015
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (1M)	Rossmoor / Shadelands	7,782			7,782	371	11.6
2	Rudgear / Walnut Creek	487			487	23	6.0
3	Martinez Community Shuttle	1,767			1,767	84	5.8
4	Walnut Creek Downtown Shuttle	17,947	2,118	1,563	21,628	855	24.1
5	Creekside / Walnut Creek	10,867			10,867	517	27.7
6	Lafayette / Moraga / Orinda	11,637	661	545	12,842	554	16.5
7	Shadelands / Pleasant Hill / Walnut Creek	7,644			7,644	364	17.1
9	DVC / Walnut Creek	13,875			13,875	661	15.7
10	Concord / Clayton Rd	27,311			27,311	1,301	27.1
11	Treat Blvd / Oak Grove	7,662			7,662	365	18.7
14	Monument Blvd	14,470			14,470	689	17.4
15	Treat Boulevard	12,495			12,495	595	19.2
16	Alhambra Ave / Monument Blvd	17,980			17,980	856	16.5
17	Olivera/Solano / Salvio / North Concord	6,639			6,639	316	17.1
18	Amtrak / Merello / Pleasant Hill	10,766			10,766	513	16.4
19	Amtrak / Pacheco Blvd / Concord	3,590			3,590	171	12.4
20	DVC / Concord	29,005			29,005	1,381	27.7
21	Walnut Creek / San Ramon Transit Center	13,502			13,502	643	12.7
25	Lafayette / Walnut Creek	1,630			1,630	78	7.9
28	North Concord / Martinez	7,680			7,680	366	11.8
35	Dougherty Valley	13,147			13,147	626	18.7
36	San Ramon / Dublin	6,296			6,296	300	10.7
91X	Concord Commuter Express	1,583			1,583	75	14.4
92X	Ace Shuttle Express	4,869			4,869	232	21.9
93X	Kirker Pass Express	4,183			4,183	199	14.0
95X	San Ramon / Danville Express	3,975			3,975	189	18.8
96X	Bishop Ranch Express	12,138			12,138	578	16.2
97X	Bishop Ranch Express	2,256			2,256	107	11.5
98X	Martinez Express	9,612			9,612	458	17.3
250 *	Gael Rail Service	28	143	55	226	14	2.6
260 *	Cal State East Bay / Concord Bart	99			99	6	0.7
301	Rossmoor / John Muir Medical Center		296	241	536		6.7
310	Concord Bart / Clayton Rd / Kirker Pass		2,249	1,926	4,175		30.6
311	Concord / Oak Grove / Treat Blvd / WC		1,130	756	1,885		15.2
314	Clayton Rd / Monument Blvd / PH		2,838	2,090	4,929		22.0
315	Concord / Willow Pass / Landana		258	172	429		8.2
316	Alhambra / Merello / Pleasant Hill		1,588	1,418	3,006		18.3
320	DVC / Concord		1,155	643	1,797		17.9
321	San Ramon / Walnut Creek		1,046	919	1,965		11.6
Alamo Creek *	Alamo Creek / BART Walnut Creek	445			445	21	2.6
600's	Select Service	26,764			26,764	1,274	53.6
TOTALS		310,130	13,482	10,326	333,938	14,768	17.6

* Data from Link ** Seasonal Route

Sep 1, 2015 - Oct 31, 2015
Compare to: Sep 1, 2014 - Oct 31, 2014

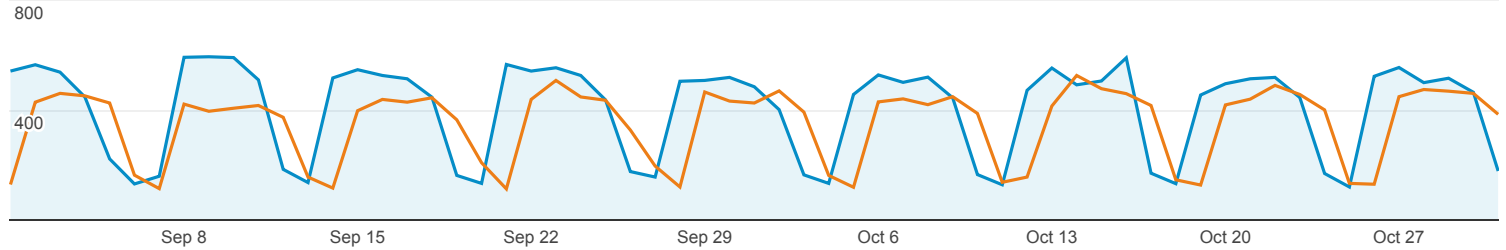
New vs Returning



Explorer

Summary

Sep 1, 2015 - Oct 31, 2015: ● Sessions
Sep 1, 2014 - Oct 31, 2014: ● Sessions



User Type	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	15.59% ▲ 24,803 vs 21,458	5.73% ▼ 23.38% vs 24.80%	8.96% ▲ 5,799 vs 5,322	0.03% ▲ 36.61% vs 36.63%	1.28% ▲ 3.88 vs 3.83	3.31% ▼ 00:05:52 vs 00:06:04	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00
1. Returning Visitor									
Sep 1, 2015 -	19,004 (76.62%)	0.00%	0 (0.00%)	36.72%	3.97	00:06:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
Sep 1, 2014 -	16,136 (75.20%)	0.00%	0 (0.00%)	36.85%	3.85	00:06:46	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	17.77%	0.00%	0.00%	-0.34%	3.15%	-3.77%	0.00%	0.00%	0.00%
2. New Visitor									
Sep 1, 2015 -	5,799 (23.38%)	100.00%	5,799 (100.00%)	36.25%	3.59	00:03:43	0.00%	0 (0.00%)	\$0.00 (0.00%)
Sep 1, 2014 -	5,322 (24.80%)	100.00%	5,322 (100.00%)	35.95%	3.78	00:03:55	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	8.96%	0.00%	8.96%	0.84%	-5.10%	-5.00%	0.00%	0.00%	0.00%

Rows 1 - 2 of 2

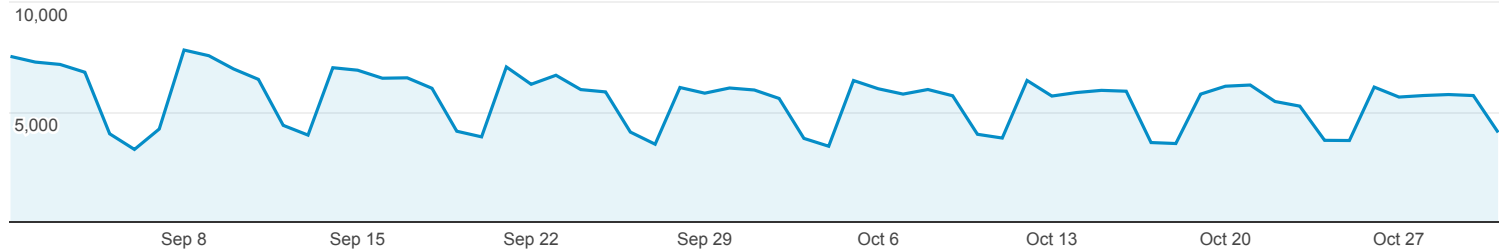
Sep 1, 2015 - Oct 31, 2015

Pages

All Sessions
100.00%

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	339,227 % of Total: 100.00% (339,227)	248,941 % of Total: 100.00% (248,941)	00:01:44 Avg for View: 00:01:44 (0.00%)	129,671 % of Total: 100.00% (129,671)	48.77% Avg for View: 48.77% (0.00%)	38.23% Avg for View: 38.23% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	59,921 (17.66%)	40,443 (16.25%)	00:01:05	35,879 (27.67%)	19.43%	25.51%	\$0.00 (0.00%)
2. /mobile-schedules/	43,457 (12.81%)	25,356 (10.19%)	00:00:35	8,102 (6.25%)	16.18%	10.08%	\$0.00 (0.00%)
3. /maps-schedules/	29,906 (8.82%)	19,131 (7.68%)	00:01:10	15,523 (11.97%)	24.13%	23.37%	\$0.00 (0.00%)
4. /schedule/6/	12,213 (3.60%)	10,363 (4.16%)	00:05:44	7,293 (5.62%)	83.56%	76.62%	\$0.00 (0.00%)
5. /schedule/20/	8,115 (2.39%)	6,835 (2.75%)	00:03:56	3,687 (2.84%)	77.41%	63.25%	\$0.00 (0.00%)
6. /schedule/18/	7,732 (2.28%)	6,288 (2.53%)	00:02:51	2,569 (1.98%)	72.72%	50.81%	\$0.00 (0.00%)
7. /schedule/16/	7,730 (2.28%)	6,232 (2.50%)	00:03:04	2,364 (1.82%)	70.94%	51.57%	\$0.00 (0.00%)
8. /schedule/98X/	7,668 (2.26%)	6,437 (2.59%)	00:03:53	3,969 (3.06%)	80.27%	63.80%	\$0.00 (0.00%)
9. /fares/	7,387 (2.18%)	5,766 (2.32%)	00:01:35	1,675 (1.29%)	57.59%	35.60%	\$0.00 (0.00%)
10. /schedule/9/	7,096 (2.09%)	5,715 (2.30%)	00:03:30	2,708 (2.09%)	76.08%	56.98%	\$0.00 (0.00%)
11. /schedule/10/	6,651 (1.96%)	5,454 (2.19%)	00:04:07	2,641 (2.04%)	75.80%	62.04%	\$0.00 (0.00%)
12. /schedule/14/	6,092 (1.80%)	4,844 (1.95%)	00:03:12	1,959 (1.51%)	68.10%	50.11%	\$0.00 (0.00%)
13. /schedule/15/	6,067 (1.79%)	4,875 (1.96%)	00:03:48	2,100 (1.62%)	72.54%	55.10%	\$0.00 (0.00%)
14. /schedule/35/	5,922 (1.75%)	4,767 (1.91%)	00:03:27	2,810 (2.17%)	75.64%	60.93%	\$0.00 (0.00%)
15. /schedule/21/	5,835 (1.72%)	4,775 (1.92%)	00:03:06	2,023 (1.56%)	73.98%	56.20%	\$0.00 (0.00%)
16. /schedule/96X/	5,550 (1.64%)	4,380 (1.76%)	00:03:30	2,383 (1.84%)	69.71%	55.48%	\$0.00 (0.00%)
17. /schedule/4/	5,087 (1.50%)	4,158 (1.67%)	00:04:06	2,800 (2.16%)	76.79%	67.33%	\$0.00 (0.00%)
18. /schedule/5/	4,837 (1.43%)	4,189 (1.68%)	00:04:19	2,672 (2.06%)	83.87%	70.68%	\$0.00 (0.00%)
19. /schedule/11/	4,424 (1.30%)	3,662 (1.47%)	00:02:45	1,269 (0.98%)	70.94%	46.34%	\$0.00 (0.00%)
20. /schedule/28/	4,167 (1.23%)	3,369 (1.35%)	00:03:21	1,415 (1.09%)	72.03%	53.25%	\$0.00 (0.00%)
21. /schedule/316/	3,865 (1.14%)	3,161 (1.27%)	00:03:15	1,203 (0.93%)	73.82%	54.85%	\$0.00 (0.00%)
22. /schedule/314/	3,667 (1.08%)	2,973 (1.19%)	00:03:23	1,242 (0.96%)	75.76%	57.65%	\$0.00 (0.00%)

23.	/how-to-ride/	3,400 (1.00%)	2,498 (1.00%)	00:00:44	170 (0.13%)	22.35%	10.32%	\$0.00 (0.00%)
24.	/schedule/95X/	3,144 (0.93%)	2,507 (1.01%)	00:02:10	950 (0.73%)	69.33%	43.35%	\$0.00 (0.00%)
25.	/schedule/310/	3,005 (0.89%)	2,533 (1.02%)	00:04:07	1,148 (0.89%)	77.70%	63.09%	\$0.00 (0.00%)
26.	/schedule/17/	2,987 (0.88%)	2,484 (1.00%)	00:03:18	1,159 (0.89%)	80.00%	59.19%	\$0.00 (0.00%)
27.	/schedule/7/	2,947 (0.87%)	2,342 (0.94%)	00:02:45	1,033 (0.80%)	75.05%	52.05%	\$0.00 (0.00%)
28.	/maps-schedules/600-select-service/	2,788 (0.82%)	1,227 (0.49%)	00:01:24	206 (0.16%)	42.51%	24.82%	\$0.00 (0.00%)
29.	/schedule/19/	2,728 (0.80%)	2,125 (0.85%)	00:02:20	563 (0.43%)	67.85%	37.17%	\$0.00 (0.00%)
30.	/schedule/93X/	2,498 (0.74%)	1,918 (0.77%)	00:02:55	887 (0.68%)	67.87%	48.72%	\$0.00 (0.00%)
31.	/schedule/1/	2,480 (0.73%)	1,840 (0.74%)	00:03:07	540 (0.42%)	66.36%	42.18%	\$0.00 (0.00%)
32.	/driver-login/?force=desktop	2,471 (0.73%)	1,580 (0.63%)	00:02:56	966 (0.74%)	48.41%	54.11%	\$0.00 (0.00%)
33.	/schedule/321/	2,387 (0.70%)	2,003 (0.80%)	00:02:52	846 (0.65%)	79.08%	60.24%	\$0.00 (0.00%)
34.	/schedule/36/	2,313 (0.68%)	1,750 (0.70%)	00:02:34	622 (0.48%)	69.29%	42.93%	\$0.00 (0.00%)
35.	/schedule/311/	2,085 (0.61%)	1,756 (0.71%)	00:02:30	608 (0.47%)	75.82%	51.08%	\$0.00 (0.00%)
36.	/schedule/320/	1,776 (0.52%)	1,440 (0.58%)	00:02:53	413 (0.32%)	68.28%	44.59%	\$0.00 (0.00%)
37.	/schedule/97X/	1,761 (0.52%)	1,407 (0.57%)	00:02:25	655 (0.51%)	62.44%	46.56%	\$0.00 (0.00%)
38.	/?force=desktop	1,645 (0.48%)	1,186 (0.48%)	00:00:38	111 (0.09%)	42.34%	14.41%	\$0.00 (0.00%)
39.	/fares/clipper-card/	1,578 (0.47%)	1,269 (0.51%)	00:01:47	354 (0.27%)	47.47%	37.07%	\$0.00 (0.00%)
40.	/closed-on-labor-day/	1,573 (0.46%)	1,337 (0.54%)	00:01:28	1,332 (1.03%)	85.59%	84.23%	\$0.00 (0.00%)
41.	/fares/where-to-buy/	1,521 (0.45%)	1,125 (0.45%)	00:02:02	375 (0.29%)	63.30%	43.13%	\$0.00 (0.00%)
42.	/about/	1,493 (0.44%)	1,155 (0.46%)	00:00:34	139 (0.11%)	42.45%	19.22%	\$0.00 (0.00%)
43.	/link/	1,489 (0.44%)	1,155 (0.46%)	00:01:12	657 (0.51%)	49.70%	36.47%	\$0.00 (0.00%)
44.	/about/jobs/	1,399 (0.41%)	740 (0.30%)	00:01:32	293 (0.23%)	42.47%	40.39%	\$0.00 (0.00%)
45.	/schedule/92X/	1,263 (0.37%)	995 (0.40%)	00:02:39	447 (0.34%)	68.37%	45.53%	\$0.00 (0.00%)
46.	/how-to-ride/paying-your-fare/	1,188 (0.35%)	963 (0.39%)	00:01:34	104 (0.08%)	64.42%	24.75%	\$0.00 (0.00%)
47.	/driver-login/	1,003 (0.30%)	508 (0.20%)	00:01:13	210 (0.16%)	43.13%	30.81%	\$0.00 (0.00%)
48.	/public-meetings/	958 (0.28%)	754 (0.30%)	00:00:33	36 (0.03%)	38.89%	16.39%	\$0.00 (0.00%)
49.	/news/	917 (0.27%)	661 (0.27%)	00:00:38	113 (0.09%)	70.80%	22.03%	\$0.00 (0.00%)
50.	/maps-schedules/route-250-st-marys-college-gael-rail-shuttle-schedule/	848 (0.25%)	656 (0.26%)	00:02:45	388 (0.30%)	66.49%	54.13%	\$0.00 (0.00%)

Rows 1 - 50 of 2047

Visitor Report

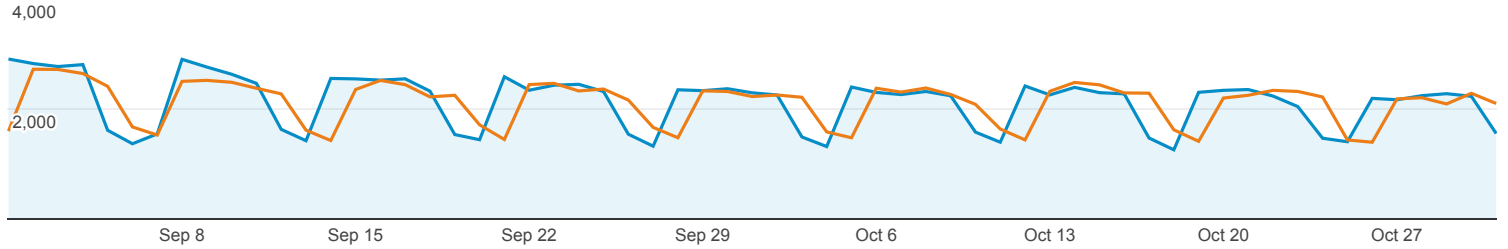
Sep 1, 2015 - Oct 31, 2015
Compare to: Sep 1, 2014 - Oct 31, 2014

This report is based on 249,720 sessions (96.66% of sessions). [Learn more](#)

All Sessions
+0.00%

Report Tab

Sep 1, 2015 - Oct 31, 2015: ● Sessions
Sep 1, 2014 - Oct 31, 2014: ● Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		0.68% ▲ 129,612 vs 128,742	0.85% ▲ 52,985 vs 52,541	2.10% ▼ 338,697 vs 345,953	0.44% ▼ 00:02:48 vs 00:02:48	2.75% ▼ 2.61 vs 2.69
1. Returning Visitor	Yes					
Sep 1, 2015 - Oct 31, 2015		71,614 (55.25%)	14,104 (22.16%)	174,161 (51.42%)	00:02:52	2.43
Sep 1, 2014 - Oct 31, 2014		67,664 (52.56%)	12,425 (19.61%)	166,169 (48.03%)	00:02:51	2.46
% Change		5.84%	13.51%	4.81%	0.68%	-0.97%
2. New Visitor	Yes					
Sep 1, 2015 - Oct 31, 2015		25,918 (20.00%)	25,896 (40.69%)	66,181 (19.54%)	00:02:26	2.55
Sep 1, 2014 - Oct 31, 2014		24,257 (18.84%)	24,237 (38.26%)	64,072 (18.52%)	00:02:24	2.64
% Change		6.85%	6.84%	3.29%	1.10%	-3.33%
3. New Visitor	No					
Sep 1, 2015 - Oct 31, 2015		18,077 (13.95%)	18,067 (28.39%)	55,973 (16.53%)	00:02:52	3.10
Sep 1, 2014 - Oct 31, 2014		20,525 (15.94%)	20,499 (32.36%)	66,157 (19.12%)	00:02:58	3.22
% Change		-11.93%	-11.86%	-15.39%	-3.63%	-3.94%
4. Returning Visitor	No					
Sep 1, 2015 - Oct 31, 2015		14,003 (10.80%)	5,571 (8.75%)	42,382 (12.51%)	00:03:01	3.03
Sep 1, 2014 - Oct 31, 2014		16,296 (12.66%)	6,195 (9.78%)	49,555 (14.32%)	00:03:02	3.04
% Change		-14.07%	-10.07%	-14.47%	-0.68%	-0.47%

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