

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, January 12, 2016
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 November 10, 2015*
4. Public Comment
5. Contra Costa Transportation Authority Expenditure Plan Development
6. I-680 Congestion Relief Study
7. Passenger Suspension Policy*
8. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – Aug. - Nov. 2015 *
9. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – Oct./Nov. 2015*
 - b. Driver Appreciation Winners – Nov. 2015 – None/Dec. 2015– Monroe Woodard
 - c. Website User Information – November/December 2015*
 - d. Customer Service Report – November/December 2015

*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

11. Adjournment – Next Meeting – March 8, 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, Jan. 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, Feb. 3, 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, Feb. 4, 8:30 a.m., 2477 Arnold Industrial Way, Concord
Operations & Scheduling:	Friday, Feb 5, 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 November 10, 2015

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

Members present were: David Loyd, Jeremy Weinstein, Cary Kennerly, Randy Pedersoli, and Hayden Padgett.

Staff present: Mary Burdick, Tim McGowan

Guests: None

Approval of Agenda

The agenda was approved as presented.

Approval of the Minutes of Sept. 8, 2015

The minutes were approved.

Public Comment

None.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for September and October 2015 were reviewed with no comments. The number of clients getting certified for the first time, as well as renewing their certification has remained consistent.
- B. LINK monthly operating report for July 2015 was reviewed without comment. Mr. McGowan explained that his staff is reviewing prior month documents for accuracy. He anticipates having all back reports available by the next meeting in January.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly report for September, 2015 was reviewed. Hayden Padgett (representative from Danville) asked about the The Alamo Creek Shuttle service, which led to a discussed about the unique service available to three distinct housing developments in East Danville. While the ridership has increased to the point where schedule adherence on one trip is in jeopardy, there is a desire to increase productivity and ridership.
- B. Driver Appreciation Winners – September - Sophia Morris-Martinez, and December, Debbie Lowrey.
- C. CCCTA Website User Information - Staff provided website user statistics for September and October 2015.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for September and October, as well as the number of telephone calls

coming to the Information Center. There were 68 complaints for the time period and 12,339 phone calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:10 PM.

The next meeting was scheduled for Tuesday, January 12, 2016

Minutes prepared by Mary Burdick on January 4, 2016.

To: Board of Directors

Date: December 10, 2015

From: Rick Ramacier, General Manager

Reviewed by:

SUBJECT: Adoption of a Passenger Suspension Policy

Action Requested

The O&S Committee and staff respectfully request that the Board of Directors adopt Resolution No. 2016-010 to enact a County Connection passenger behavior suspension policy.

Background

Attached please find a draft passenger suspension policy that has been revised from the draft you saw in October. This new draft takes into account, comments made by the Board and the public at your meeting in October.

The O&S Committee has reviewed this new draft twice. The new draft has been fully vetted and reviewed by Legal Counsel.

To: O&S Committee

Date: November 30, 2015

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Passenger Suspension Policy

Summary of Issues:

Staff incorporated many of the suggestions made at the October board meeting into the draft Passenger Suspension Policy and brought them to the November O&S Committee meeting. While the committee was overall pleased with the draft policy there was concern that legal had not yet had an opportunity to formally review the updated draft. The committee requested staff to have legal review the document and bring it back to the December meeting for final review before sending it to the board for approval.

Subsequent to the November committee meeting Legal has reviewed the draft suspension policy and made some minor modifications.

Staff requests the O&S committee review the attached revised policy; provide staff with recommendations regarding further potential modifications and forward the final revised draft policy to the Board for consideration.

Recommendation:

Staff requests the committee review the attached policy, provide direction for potential modifications and forward the final updated and revised draft policy to the Board for consideration.

Financial Implications:

Staff does not expect this policy to have a significant financial impact.

Options:

- 1) Approve recommendation
- 2) Decline recommendation
- 3) Request staff to modify the attached policy

Attachments:

- 1) Passenger Suspension Policy- draft
- 2) Passenger Code of Conduct

Passenger Suspension Policy (REVISED)

SUBJECT: Service Suspension for Certain Conduct on County Connection Non-Paratransit Vehicles and/or Facilities

POLICY: The Central Contra Costa Transit Authority ("County Connection") has a commitment to provide quality and non-discriminatory public transportation within the County Connection service area. When a passenger engages in suspendable conduct as defined below, County Connection may deny service and/or access to County Connection facilities to those passengers in accordance with the procedures specified in this policy.

Criteria for Suspension of Service from Bus or Transit Facilities

The following conduct (hereinafter referred to as "Suspendable Conduct") will subject a County Connection passenger to suspension, including immediate removal where appropriate, and/or suspension from County Connection buses and/or transit facilities:

1. Verbal or physical abuse of County Connection employees, or passengers.
2. Behavior that presents a danger to the health, safety or welfare of the offending passenger, other passengers, or a County Connection employee. Such behavior includes conduct which is violent, seriously disruptive, or criminal as defined by the California Penal Code.
3. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids on transit property.
4. Soliciting, advertising, selling or distributing goods or services on transit property, except as authorized by County Connection or its agents.
5. Harassing or abusing a County Connection employee or passenger because of that person's race, nationality, sexual orientation or other protected classifications.
6. Disruptive conduct of passengers temporarily unable to care for themselves due to illness or intoxication (alcohol, drugs, or other intoxicating substances), which interferes with the safe and smooth operation of the system.
7. Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, electronic cigarette, nicotine delivery systems or using any tobacco products on County Connection properties not designated as tobacco use areas.
8. Carrying any flammable liquid, explosive, acid or other article or material likely to cause harm to others.

9. Intentionally obstructing or impeding the flow of transit vehicles, passenger traffic, hindering or preventing access to transit vehicles or stations, or unlawfully interfering with the provision or use of public transportation services.
10. Intentionally disturbing others by engaging in loud, boisterous, raucous, unruly, or harassing behavior that is harmful and intimidating to County Connection employees or other passengers.
11. Destroying, defacing, or otherwise damaging property of County Connection. Willfully tampering with, removing, displacing, injuring, or destroying any part of any facility or vehicle of County Connection.

Procedures for Service Suspension

Service may be suspended and the passenger may be removed from the bus if a passenger engages in Suspendable Conduct. Based upon the seriousness of the passenger's conduct, County Connection's prior experiences with the passenger and, taking into account information presented by the involved passenger, County Connection will determine the length of the suspension, not to exceed thirty (30) days.

A Notice of Suspension will, if possible, be mailed to the offending passenger. If service of the Notice of Suspension on the passenger cannot be accomplished by regular mail, County Connection may use other methods of obtaining service on the passenger, including hand delivery.

Within five (5) days from receipt of notification of suspension a passenger may present information seeking relief from a suspension by contacting the Director of Transportation at County Connection headquarters located at 2477 Arnold Industrial Way, Concord, California. Information concerning the passenger's right to present opposing information will be included in the Notice of Suspension.

County Connection reserves the right to pursue all remedies at law, including but not limited to, enlisting the services of local law enforcement, petitioning the Superior Court for a temporary restraining order and/or seeking a permanent injunction in appropriate cases.

DATE OF ADOPTION: _____

County Connection Passenger Code of Conduct

For An Enjoyable Ride...

- DO NOT DISTRACT THE OPERATOR – Your safety is in their hands.
- No smoking, use of electronic cigarettes, eating or drinking on the bus.
- Personal electronic devices can only be used with earphones.
- Animals other than service animals must be in a suitable container.
- There is space for two mobility devices on each bus. Dispatch will be alerted if this is insufficient, and patrons will be advised of service alternatives.
- Strollers must be in the folded position during transport, or stored so aisles are not blocked. Children must be held by the guardian.
- Priority seating is available for senior and disabled patrons. The operator may ask ambulatory riders to move if a senior or disabled patron boards.
- Vandalism is a crime. Persons caught vandalizing the bus will be prosecuted to the full extent of the law.
- Disruptive behavior may result in removal from the bus or arrest.
- Any passenger violating any of the rules will be refused service.

RESOLUTION NO. 2016-010

**BOARD OF DIRECTORS CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

ADOPTING PASSENGER SERVICE SUSPENSION POLICY FOR DISRUPTIVE CONDUCT

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, CCCTA has a commitment to provide quality and non-discriminatory public transportation within the County Connection service area;

WHEREAS, seriously disruptive customer behavior can endanger the health and safety of CCCTA employees and members of the public who use CCCTA services;

WHEREAS, staff and Legal Counsel have developed a proposed policy identifying the types of behavior for which a County Connection passenger could be denied service and prescribing the procedures to be followed to deny services; and

WHEREAS, the Operations and Scheduling Committee recommends the adoption of the attached Passenger Suspension Policy.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby adopts the Passenger Suspension Policy for disruptive conduct, attached hereto, and authorizes the General Manager to take such actions as are reasonable and appropriate to implement the procedures necessary to enforce the policy.

Regularly passed and adopted this 17th day of December 2015, by the following vote.

AYES:

NOES:

ABSTENTIONS:

ABSENT:

Robert Storer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

**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	49	30	0	0	51	37	1	0	35	24	0	0	38	23	0	0
DEC	39	22	0	0	68	47	0	0	25	19	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	312	203	1	0	718	482	4	1	159	91	0	0	428	246	0	0

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

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

SUMMARY	AUGUST FY 14/15	AUGUST FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	11,777	11,840	24,328	24,477
2 TOTAL ATTENDANTS	833	719	1,643	1,499
3 TOTAL COMPANIONS	71	64	140	138
4 TOTAL PASSENGERS	12,681	12,623	26,111	26,114
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,137	6,091	12,552	12,540
7 VEHICLE SERVICE HOURS	7,581	7,652	15,413	15,511
8 VEHICLE NON REV HOURS	1,445	1,562	2,862	2,971
9 VEHICLE SERVICE MILES	121,953	109,497	248,917	225,717
10 VEHICLE REVENUE MILES	101,284	90,832	204,092	189,107
11 VEHICLE NON REV MILES	20,669	18,665	42,464	36,610
12 PASS. PER REVENUE HOUR	2.07	2.07	2.08	2.08
13 CLIENT PER REVENUE HOUR	1.92	1.94	1.94	1.95
14 PASS. PER SERVICE HOUR	1.67	1.65	1.69	1.68
15 PASS. PER SERVICE MILE	0.10	0.12	0.10	0.12
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1085	958	2,192	1,958
18 SAME DAY TRIPS	89	95	168	196
19 SUBSCRIPTION TRIPS	6,544	6,764	13,696	14,097
20 DEMAND	5,273	5,089	10,683	10,392
21 FAREBOX REVENUE	\$11,145.38	\$22,148.00	\$22,932.72	\$34,192.35
22 PREPAID CLIENTS	\$9,959.00	\$0.00	\$18,650.80	\$9,127.00
23 COLLECTED BILLING	\$31,104.00	\$6,272.17	\$57,108.00	\$33,496.17
24 TOTAL REVENUE COLLECTED	\$52,208.38	\$28,420.17	\$98,691.52	\$76,815.52
25 CHARGEABLE ACCIDENTS	2	0	2	3
26 SERVICE COMPLAINTS	2	1	5	1
27 SERVICE COMMENDATIONS	3	3	5	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	6	6	9
30 DRIVER TURNOVER	2%	2%	4%	7%
31 SCHEDULE ADHERENCE	81%	79%	84%	84%
32 WHEELCHAIR BOARDING'S	4,345	4,194	8,323	6,293
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,417	6,414	N/A	N/A
35 UNDUPLICATED CLIENTS	1,076	966	N/A	N/A
36 NO-SHOWS	100	80	209	153
37 CANCELS	1,768	1,294	3,484	2,619
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	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	20,429	17,377	38,489	34,595
42 FLEET M.P.G.	6.0	6.3	6.5	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>7704.10 6142.30 1438.40</i>	<i>123.60</i>
<i>7652.45 6090.65 1562.00</i>	
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>7,652.45</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>327,448.34</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$409,085.34</i></u></u>

******Went on November to make an audit for August service hours finding a discrepancy of 4 hours overbilled 4 hours.*

*Entered only the same day trip accommodated from the Denial Graph Report
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)*

******Went back on November to audit August hours and we made some corrections OTP from 79.37% to 79.44%*

Statistical Reports-Space Type and Passenger Type/unchecked the selected city

*Trapeze Report- Ops unduplicated clients reports uncheck all boxes
Trapeze Report- Ops unduplicated clients reports check with summary go to the last page
Productivity- Canceled, N/S rep. check only no shows
Productivity- Canceled, N/S rep. check only cancels*

CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY 15/16

SUMMARY	SEPTEMBER FY 14/15	SEPTEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,588	12,166	36,916	36,643
2 TOTAL ATTENDANTS	723	658	2,366	2,157
3 TOTAL COMPANIONS	72	75	212	213
4 TOTAL PASSENGERS	13,383	12,899	39,494	39,013
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,251	6,547	18,802	19,084
7 VEHICLE SERVICE HOURS	7,718	8,255	23,131	23,770
8 VEHICLE NON REV HOURS	1,467	1,708	4,328	4,687
9 VEHICLE SERVICE MILES	124,842	115,476	373,759	341,193
10 VEHICLE REVENUE MILES	103,203	95,338	309,656	284,445
11 VEHICLE NON REV MILES	21,639	20,138	64,103	56,748
12 PASS. PER REVENUE HOUR	2.14	1.97	2.10	2.04
13 CLIENT PER REVENUE HOUR	2.01	1.86	1.96	1.92
14 PASS. PER SERVICE HOUR	1.73	1.56	1.71	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1140	924	3,332	2,882
18 SAME DAY TRIPS	61	106	229	302
19 SUBSCRIPTION TRIPS	6,936	6,880	20,632	20,977
20 DEMAND	5,671	5,287	16,354	15,679
21 FAREBOX REVENUE	\$11,479.14	\$11,572.20	\$34,411.86	\$35,460.37
22 PREPAID CLIENTS	\$9,962.50	\$5,470.00	\$28,613.30	\$20,879.00
23 COLLECTED BILLING	\$19,282.00	\$33,010.00	\$76,390.00	\$82,382.00
24 TOTAL REVENUE COLLECTED	\$40,723.64	\$50,052.20	\$139,415.16	\$138,721.37
25 CHARGEABLE ACCIDENTS	0	0	2	3
26 SERVICE COMPLAINTS	1	1	6	2
27 SERVICE COMMENDATIONS	2	3	7	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	7	14
30 DRIVER TURNOVER	4%	1%	7%	8%
31 SCHEDULE ADHERENCE	77%	75%	84%	84%
32 WHEELCHAIR BOARDING'S	2,983	2,924	11,306	9,217
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,905	6,655	N/A	N/A
35 UNDUPLICATED CLIENTS	1,096	939	N/A	N/A
36 NO-SHOWS	112	83	321	236
37 CANCELS	2,762	2,718	6,246	5,337
38 AVG. TRIP LENGTH (MILES)	9.3	9.0	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,988	17,331	55,477	51,926
42 FLEET M.P.G.	7.3	6.7	6.7	6.6

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8308.60 6600.40 1568.00</i>	<i>140.20</i>
<i>8255.14 6546.94 1708.20</i>	
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,255.14</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>353,237.44</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$434,874.44</i></u></u>

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

Trapeze Report- Ops unduplicated clients reports check with summary go to the last page

Productivity- Canceled, N/S rep. check only no shows

Productivity- Canceled, N/S rep. check only cancels

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

SUMMARY	OCTOBER FY 14/15	OCTOBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	13,540	12,753	50,456	49,396
2 TOTAL ATTENDANTS	731	670	3,097	2,827
3 TOTAL COMPANIONS	54	74	266	287
4 TOTAL PASSENGERS	14,325	13,497	53,819	52,510
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,754	6,902	25,556	25,981
7 VEHICLE SERVICE HOURS	8,431	8,754	31,562	32,523
8 VEHICLE NON REV HOURS	1,677	1,852	6,005	6,542
9 VEHICLE SERVICE MILES	137,783	117,286	511,542	458,479
10 VEHICLE REVENUE MILES	114,172	95,659	423,828	380,104
11 VEHICLE NON REV MILES	23,611	21,627	87,714	78,375
12 PASS. PER REVENUE HOUR	2.12	1.96	2.11	2.02
13 CLIENT PER REVENUE HOUR	2.00	1.85	1.97	1.90
14 PASS. PER SERVICE HOUR	1.70	1.54	1.71	1.61
15 PASS. PER SERVICE MILE	0.10	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1276	974	4,608	3,856
18 SAME DAY TRIPS	75	134	304	436
19 SUBSCRIPTION TRIPS	7,393	7,347	28,025	28,324
20 DEMAND	6,166	5,406	22,520	21,085
21 FAREBOX REVENUE	\$12,766.59	\$11,765.36	\$47,178.45	\$47,225.73
22 PREPAID CLIENTS	\$9,091.50	\$9,905.00	\$37,704.80	\$30,784.00
23 COLLECTED BILLING	\$32,200.00	\$26,216.00	\$108,590.00	\$108,598.00
24 TOTAL REVENUE COLLECTED	\$54,058.09	\$47,886.36	\$193,473.25	\$186,607.73
25 CHARGEABLE ACCIDENTS	1	0	3	3
26 SERVICE COMPLAINTS	2	0	8	2
27 SERVICE COMMENDATIONS	2	2	9	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	11	14
30 DRIVER TURNOVER	1%	0%	8%	8%
31 SCHEDULE ADHERENCE	78%	78%	84%	84%
32 WHEELCHAIR BOARDING'S	3,319	3,158	14,625	12,375
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,430	6,995	N/A	N/A
35 UNDUPLICATED CLIENTS	1,166	1,088	N/A	N/A
36 NO-SHOWS	98	67	419	303
37 CANCELS	1,357	1,384	7,603	6,721
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	21,915	18,248	77,392	70,174
42 FLEET M.P.G.	6.3	6.4	6.6	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8797.50</i>	<i>1710.50</i>
<i>6945.30</i>	<i>141.70</i>
<i>8754.42</i>	<i>1852.20</i>
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,754.42</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>374,601.63</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$456,238.63</i></u></u>

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

Trapeze Report- Ops unduplicated clients reports check with summary go to the last page

Productivity- Canceled, N/S rep. check only no shows

Productivity- Canceled, N/S rep. check only cancels

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

SUMMARY	NOVEMBER FY 14/15	NOVEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	10,732	10,786	61,188	60,182
2 TOTAL ATTENDANTS	664	617	3,761	3,444
3 TOTAL COMPANIONS	79	43	345	330
4 TOTAL PASSENGERS	11,475	11,446	65,294	63,956
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,479	5,891	31,035	31,872
7 VEHICLE SERVICE HOURS	6,838	7,515	38,400	40,038
8 VEHICLE NON REV HOURS	1,360	1,624	7,365	8,166
9 VEHICLE SERVICE MILES	110,376	100,620	621,918	559,099
10 VEHICLE REVENUE MILES	92,415	81,926	516,243	462,030
11 VEHICLE NON REV MILES	17,961	18,694	105,675	97,069
12 PASS. PER REVENUE HOUR	2.09	1.94	2.10	2.01
13 CLIENT PER REVENUE HOUR	1.96	1.83	1.97	1.89
14 PASS. PER SERVICE HOUR	1.68	1.52	1.70	1.60
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1103	848	5,711	4,704
18 SAME DAY TRIPS	90	106	394	542
19 SUBSCRIPTION TRIPS	5,559	6,045	33,584	34,369
20 DEMAND	5,187	4,760	27,707	25,845
21 FAREBOX REVENUE	\$10,875.30	\$10,149.95	\$58,053.75	\$56,963.63
22 PREPAID CLIENTS	\$8,284.50	\$5,437.00	\$45,989.30	\$36,435.00
23 COLLECTED BILLING	\$21,800.00	\$28,002.00	\$130,390.00	\$136,600.00
24 TOTAL REVENUE COLLECTED	\$40,959.80	\$43,588.95	\$234,433.05	\$229,998.63
25 CHARGEABLE ACCIDENTS	2	0	5	3
26 SERVICE COMPLAINTS	1	1	9	3
27 SERVICE COMMENDATIONS	0	1	9	9
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	6	0	17	14
30 DRIVER TURNOVER	1%	0%	10%	8%
31 SCHEDULE ADHERENCE	79%	80%	84%	84%
32 WHEELCHAIR BOARDING'S	2,769	2,750	17,394	11,967
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,882	5,905	N/A	N/A
35 UNDUPLICATED CLIENTS	954	950	N/A	N/A
36 NO-SHOWS	99	57	518	360
37 CANCELS	1,394	1,212	8,997	7,933
38 AVG. TRIP LENGTH (MILES)	9.6	8.8	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	15,582	13,725	92,974	83,899
42 FLEET M.P.G.	7.1	7.3	6.7	6.7

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS</i>	<i>LINK vs. BART HOURS</i>		<i>REFUEL</i>
7562.40	5938.50	1498.40	125.50
7514.57	5890.67	1623.90	
<i>LINK Invoicing Calculation</i>			
	<i>Serv. Hrs</i>	7,514.57	
	<i>Hourly rate</i>	42.79	
	<i>Total</i>	321,548.45	
	<i>Fixed Costs</i>	81,637.00	
	<i>Grand Total</i>	\$403,185.45	

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

****On 12/23/15 was finishing farebox accruals notice that we had to make some corrections column 22 was \$10137.95 should be \$10149.95

Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

Trapeze Report- Ops unduplicated clients reports check with summary go to the last page

Productivity- Canceled, N/S rep. check only no shows

Productivity- Canceled, N/S rep. check only cancels

Agenda Item 7.a

TO: O&S Committee
DATE: November 11, 2015
FROM: Anne Muzzini
Director of Planning & Marketing
SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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.

<u>Title</u>	FY15-16		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	346,220		
Average Weekday	14,496	13,481	
Pass/Rev Hour	17.4	16.8	Standard Goal > 17.0
Missed Trips	0.25%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	49,771	35,589	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was slightly lower in October (14,496 passengers) than September (14,768 passengers) and higher than October 2014 (14,112 passengers).

Passengers per hour in October was 17.4, a slight decrease from 17.6 in September and equal to October 2014 when passengers per hour was 17.4.

The percentage of missed trips in October was 0.25%. An increase from the prior month (0.13%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 49,771 miles in October, higher than the prior month in which there were 21,717 miles between roadcalls. The 12 month average is 35,589 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
October 2015 - Fixed Route Boardings	346,220	Revenue Hours -	October 2015	19,892	Weekdays - Oct 15	22	Fiscal 2016 YTD	1,262,141
Special Event(s)			October 2014	19,958	Oct 14	23		Fiscal 2015YTD
		Revenue Miles -	October 2015	216,918	Saturdays - Oct 15	5		
			October 2014	219,407	Oct 14	4		
					Sundays - Oct 15	4		
					Oct 14	4		
October 2015 Total Boardings	346,220	Passengers per Mile		1.6	Total Days - 2015	31	YTD Trend	2.0%
October 2014 Total Boardings	347,835	Passengers per Hour		17.4	2014	31	Monthly Trend	(0.5%)

October 2015 Fixed Route Passenger Total						October 2015 Weekday Average	October 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (1M)	Rossmoor / Shadelands	8,357	-	-	8,357	380	11.9
2	Rudgear / Walnut Creek	385	-	-	385	17	4.5
3	Martinez Community Shuttle	1,975	-	-	1,975	90	6.2
4	Walnut Creek Downtown Shuttle	17,903	2,795	1,732	22,430	814	23.5
5	Creekside / Walnut Creek	11,544	-	-	11,544	525	28.1
6	Lafayette / Moraga / Orinda	11,910	856	445	13,212	541	16.1
7	Shadelands / Pleasant Hill / Walnut Creek	7,984	-	-	7,984	363	17.0
9	DVC / Walnut Creek	13,976	-	-	13,976	635	15.1
10	Concord / Clayton Rd	27,834	-	-	27,834	1,265	26.4
11	Treat Blvd / Oak Grove	7,728	-	-	7,728	351	18.0
14	Monument Blvd	15,681	-	-	15,681	713	18.0
15	Treat Boulevard	13,501	-	-	13,501	614	19.8
16	Alhambra Ave / Monument Blvd	18,774	-	-	18,774	853	16.5
17	Olivera/Solano / Salvio / North Concord	6,790	-	-	6,790	309	16.7
18	Amtrak / Merello / Pleasant Hill	11,487	-	-	11,487	522	16.7
19	Amtrak / Pacheco Blvd / Concord	3,749	-	-	3,749	170	12.3
20	DVC / Concord	28,709	-	-	28,709	1,305	26.2
21	Walnut Creek / San Ramon Transit Center	14,143	-	-	14,143	643	12.7
25	Lafayette / Walnut Creek	1,396	-	-	1,396	63	6.5
28	North Concord / Martinez	7,567	-	-	7,567	344	11.1
35	Dougherty Valley	13,712	-	-	13,712	623	18.7
36	San Ramon / Dublin	6,480	-	-	6,480	295	10.5
91X	Concord Commuter Express	1,596	-	-	1,596	73	13.8
92X	Ace Shuttle Express	4,735	-	-	4,735	215	20.3
93X	Kirker Pass Express	4,178	-	-	4,178	190	13.6
95X	San Ramon / Danville Express	4,338	-	-	4,338	197	19.6
96X	Bishop Ranch Express	12,311	-	-	12,311	560	15.7
97X	Bishop Ranch Express	2,305	-	-	2,305	105	11.2
98X	Martinez Express	10,028	-	-	10,028	456	17.2
250 *	Gael Rail Service	72	127	46	245	7	2.4
260 *	Cal State East Bay / Concord Bart	451	-	-	451	27	3.1
301	Rossmoor / John Muir Medical Center	-	374	223	597	-	7.2
310	Concord Bart / Clayton Rd / Kirker Pass	-	3,025	1,726	4,751	-	30.7
311	Concord / Oak Grove / Treat Blvd / WC	-	1,342	823	2,165	-	15.5
314	Clayton Rd / Monument Blvd / PH	-	3,540	2,005	5,545	-	22.1
315	Concord / Willow Pass / Landana	-	385	235	620	-	10.7
316	Alhambra / Merello / Pleasant Hill	-	2,030	1,269	3,299	-	17.8
320	DVC / Concord	-	1,185	743	1,928	-	16.4
321	San Ramon / Walnut Creek	-	1,432	970	2,401	-	12.6
Alamo Creek *	Alamo Creek / BART Walnut Creek	436	-	-	436	20	2.5
600's	Select Service	26,881	-	-	26,881	1,222	50.9
TOTALS		318,913	17,091	10,216	346,220	14,496	17.4

* Data from Link ** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: December 15, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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.

<u>Title</u>	FY15-16		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	287,192		
Average Weekday	13,105	13,406	
Pass/Rev Hour	16.0	16.6	Standard Goal > 17.0
Missed Trips	0.12%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	30,051	34,014	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in November (13,105 passengers) than October (14,496 passengers) and higher than November 2014 (12,873 passengers).

Passengers per hour in November was 16.0, an decrease from 17.4 in October and slightly lower than November 2014 when passengers per hour was 16.1.

The percentage of missed trips in November was 0.12%. An decrease from the prior month (0.25%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 30,051 miles in November, lower than the prior month in which there were 49,771 miles between roadcalls. The 12 month average is 34,014 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 287,192 passengers, 199,017 had the potential to use Clipper card aboard County Connection since 88,175 either used an employee sponsored program or the midday free program. About 6% of the 199,017 potential Clipper card users paid using Clipper in its inaugural month.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
November 2015 - Fixed Route Boardings	287,192	Revenue Hours - November 2015	17,989	Weekdays - Nov 15	20	Fiscal 2016 YTD	1,549,333
Special Event(s)		November 2014	16,866	Nov 14	19		
		Revenue Miles - November 2015	196,647	Saturdays - Nov 15	4	Fiscal 2015YTD	1,511,068
		November 2014	185,474	Nov 14	5		
				Sundays - Nov 15	5		
				Nov 14	5		
November 2015 Total Boardings	287,192	Passengers per Mile	1.5	Total Days - 2015	29	YTD Trend	2.5%
November 2014 Total Boardings	273,180	Passengers per Hour	16.0	2014	29	Monthly Trend	5.1%

November 2015 Fixed Route Passenger Total						November 2015	November 2015
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	6,629	-	-	6,629	331	10.4
2	Rudgear / Walnut Creek	467	-	-	467	23	5.7
3	Martinez Community Shuttle	1,673	-	-	1,673	84	5.8
4	Walnut Creek Downtown Shuttle	15,906	2,264	1,919	20,089	795	22.8
4H **	Walnut Creek Extended Holiday Service	48	37	-	85	2	6.2
5	Creekside / Walnut Creek	10,241	-	-	10,241	512	27.4
6	Lafayette / Moraga / Orinda	9,646	597	590	10,832	482	14.4
7	Shadelands / Pleasant Hill / Walnut Creek	6,591	-	-	6,591	330	15.5
9	DVC / Walnut Creek	11,636	-	-	11,636	582	13.8
10	Concord / Clayton Rd	23,189	-	-	23,189	1,159	24.2
11	Treat Blvd / Oak Grove	6,122	-	-	6,122	306	15.7
14	Monument Blvd	12,774	-	-	12,774	639	16.1
15	Treat Boulevard	10,527	-	-	10,527	526	17.0
16	Alhambra Ave / Monument Blvd	15,526	-	-	15,526	776	15.0
17	Olivera/Solano / Salvio / North Concord	5,587	-	-	5,587	279	15.1
18	Amtrak / Merello / Pleasant Hill	9,103	-	-	9,103	455	14.6
19	Amtrak / Pacheco Blvd / Concord	3,069	-	-	3,069	153	11.1
20	DVC / Concord	23,747	-	-	23,747	1,187	23.9
21	Walnut Creek / San Ramon Transit Center	12,360	-	-	12,360	618	12.2
25	Lafayette / Walnut Creek	1,240	-	-	1,240	62	6.3
28	North Concord / Martinez	6,333	-	-	6,333	317	10.3
35	Dougherty Valley	11,286	-	-	11,286	564	16.9
36	San Ramon / Dublin	5,018	-	-	5,018	251	9.0
91X	Concord Commuter Express	1,274	-	-	1,274	64	12.1
92X	Ace Shuttle Express	4,111	-	-	4,111	206	19.4
93X	Kirker Pass Express	3,519	-	-	3,519	176	12.4
95X	San Ramon / Danville Express	3,596	-	-	3,596	180	17.9
96X	Bishop Ranch Express	10,190	-	-	10,190	509	14.3
97X	Bishop Ranch Express	2,066	-	-	2,066	103	10.9
98X	Martinez Express	8,267	-	-	8,267	413	15.6
250 *	Gael Rail Service	36	78	75	189	5	2.1
260 *	Cal State East Bay / Concord Bart	368	-	-	368	25	2.9
301	Rossmoor / John Muir Medical Center	-	241	226	466	-	5.7
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,230	2,226	4,456	-	28.9
311	Concord / Oak Grove / Treat Blvd / WC	-	986	921	1,907	-	13.7
314	Clayton Rd / Monument Blvd / PH	-	2,899	2,476	5,375	-	21.4
315	Concord / Willow Pass / Landana	-	286	259	545	-	9.3
316	Alhambra / Merello / Pleasant Hill	-	1,475	1,184	2,658	-	14.3
320	DVC / Concord	-	929	933	1,862	-	16.8
321	San Ramon / Walnut Creek	-	1,143	1,129	2,272	-	12.0
Alamo Creek *	Alamo Creek / BART Walnut Creek	429	-	-	429	21	2.7
600's	Select Service	19,518	-	-	19,518	976	39.5
TOTALS		262,092	13,163	11,937	287,192	13,105	16.0

* Data from Link ** Seasonal Route

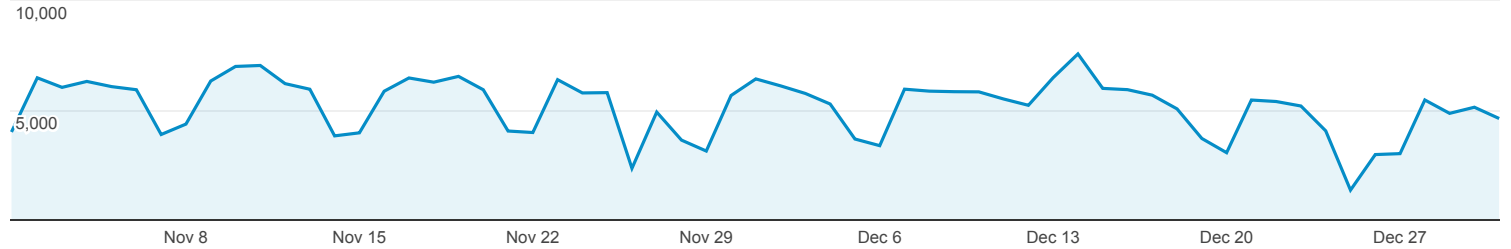
Nov 1, 2015 - Dec 31, 2015

Pages

All Sessions
100.00%

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	315,298 % of Total: 100.00% (315,298)	227,458 % of Total: 100.00% (227,458)	00:01:29 Avg for View: 00:01:29 (0.00%)	109,003 % of Total: 100.00% (109,003)	41.59% Avg for View: 41.59% (0.00%)	34.57% Avg for View: 34.57% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	54,857 (17.40%)	36,975 (16.26%)	00:00:58	32,307 (29.64%)	18.66%	24.53%	\$0.00 (0.00%)
2. /mobile-schedules/	42,453 (13.46%)	24,775 (10.89%)	00:00:33	8,188 (7.51%)	15.35%	10.55%	\$0.00 (0.00%)
3. /maps-schedules/	36,880 (11.70%)	23,955 (10.53%)	00:00:57	20,151 (18.49%)	19.91%	21.04%	\$0.00 (0.00%)
4. /schedule/98X/	8,193 (2.60%)	6,992 (3.07%)	00:03:19	4,854 (4.45%)	84.26%	68.39%	\$0.00 (0.00%)
5. /schedule/6/	7,458 (2.37%)	6,424 (2.82%)	00:06:08	3,678 (3.37%)	84.75%	77.70%	\$0.00 (0.00%)
6. /schedule/16/	7,445 (2.36%)	5,687 (2.50%)	00:02:58	1,670 (1.53%)	67.54%	45.75%	\$0.00 (0.00%)
7. /schedule/20/	6,392 (2.03%)	5,199 (2.29%)	00:03:16	1,781 (1.63%)	77.26%	58.34%	\$0.00 (0.00%)
8. /schedule/18/	6,156 (1.95%)	4,898 (2.15%)	00:02:35	1,329 (1.22%)	70.43%	45.86%	\$0.00 (0.00%)
9. /schedule/9/	5,592 (1.77%)	4,423 (1.94%)	00:03:02	1,533 (1.41%)	73.39%	51.70%	\$0.00 (0.00%)
10. /schedule/14/	5,440 (1.73%)	4,230 (1.86%)	00:02:54	1,133 (1.04%)	69.46%	44.60%	\$0.00 (0.00%)
11. /fares/	5,364 (1.70%)	4,381 (1.93%)	00:01:47	1,180 (1.08%)	54.13%	34.45%	\$0.00 (0.00%)
12. /schedule/15/	5,033 (1.60%)	4,036 (1.77%)	00:03:18	1,247 (1.14%)	76.34%	52.83%	\$0.00 (0.00%)
13. /schedule/10/	4,822 (1.53%)	3,919 (1.72%)	00:03:48	1,388 (1.27%)	75.95%	58.73%	\$0.00 (0.00%)
14. /schedule/21/	4,533 (1.44%)	3,658 (1.61%)	00:02:50	1,030 (0.94%)	74.68%	53.98%	\$0.00 (0.00%)
15. /schedule/96X/	4,305 (1.37%)	3,411 (1.50%)	00:03:05	1,842 (1.69%)	68.91%	54.98%	\$0.00 (0.00%)
16. /schedule/4/	4,253 (1.35%)	3,432 (1.51%)	00:02:54	1,775 (1.63%)	67.74%	57.84%	\$0.00 (0.00%)
17. /schedule/5/	3,916 (1.24%)	3,392 (1.49%)	00:03:28	1,552 (1.42%)	84.47%	67.62%	\$0.00 (0.00%)
18. /schedule/11/	3,770 (1.20%)	3,076 (1.35%)	00:02:11	697 (0.64%)	71.74%	42.04%	\$0.00 (0.00%)
19. /schedule/35/	3,690 (1.17%)	2,979 (1.31%)	00:03:06	1,112 (1.02%)	82.37%	58.05%	\$0.00 (0.00%)
20. /schedule/316/	3,510 (1.11%)	2,535 (1.11%)	00:02:40	687 (0.63%)	70.93%	45.61%	\$0.00 (0.00%)
21. /schedule/28/	3,354 (1.06%)	2,612 (1.15%)	00:02:49	671 (0.62%)	69.05%	46.87%	\$0.00 (0.00%)
22. /schedule/314/	3,333 (1.06%)	2,557 (1.12%)	00:02:48	699 (0.64%)	74.43%	51.10%	\$0.00 (0.00%)

23.	/driver-login/?force=desktop	2,827 (0.90%)	1,611 (0.71%)	00:02:44	997 (0.91%)	38.95%	47.19%	\$0.00 (0.00%)
24.	/schedule/310/	2,644 (0.84%)	1,987 (0.87%)	00:02:55	630 (0.58%)	73.81%	54.16%	\$0.00 (0.00%)
25.	/schedule/95X/	2,644 (0.84%)	2,064 (0.91%)	00:01:51	724 (0.66%)	65.47%	40.47%	\$0.00 (0.00%)
26.	/schedule/17/	2,622 (0.83%)	2,153 (0.95%)	00:03:09	763 (0.70%)	79.29%	56.52%	\$0.00 (0.00%)
27.	/how-to-ride/	2,539 (0.81%)	1,822 (0.80%)	00:00:42	112 (0.10%)	27.93%	10.56%	\$0.00 (0.00%)
28.	/schedule/19/	2,429 (0.77%)	1,869 (0.82%)	00:01:44	285 (0.26%)	70.88%	32.52%	\$0.00 (0.00%)
29.	/schedule/7/	2,122 (0.67%)	1,645 (0.72%)	00:02:23	480 (0.44%)	80.29%	48.82%	\$0.00 (0.00%)
30.	/?force=desktop	2,112 (0.67%)	1,330 (0.58%)	00:00:42	154 (0.14%)	35.71%	14.11%	\$0.00 (0.00%)
31.	/schedule/93X/	2,012 (0.64%)	1,568 (0.69%)	00:03:11	772 (0.71%)	68.09%	51.29%	\$0.00 (0.00%)
32.	/schedule/311/	1,974 (0.63%)	1,502 (0.66%)	00:02:19	343 (0.31%)	71.43%	43.11%	\$0.00 (0.00%)
33.	/schedule/321/	1,848 (0.59%)	1,507 (0.66%)	00:02:32	440 (0.40%)	73.92%	54.00%	\$0.00 (0.00%)
34.	/schedule/1/	1,840 (0.58%)	1,349 (0.59%)	00:02:18	244 (0.22%)	67.62%	38.15%	\$0.00 (0.00%)
35.	/schedule/320/	1,794 (0.57%)	1,368 (0.60%)	00:02:32	312 (0.29%)	68.59%	41.92%	\$0.00 (0.00%)
36.	/schedule/36/	1,650 (0.52%)	1,245 (0.55%)	00:02:27	246 (0.23%)	72.98%	39.58%	\$0.00 (0.00%)
37.	/schedule/97X/	1,572 (0.50%)	1,256 (0.55%)	00:02:08	578 (0.53%)	62.13%	45.29%	\$0.00 (0.00%)
38.	/maps-schedules/600-select-service/	1,520 (0.48%)	746 (0.33%)	00:01:24	123 (0.11%)	46.77%	25.13%	\$0.00 (0.00%)
39.	/driver-login/	1,474 (0.47%)	638 (0.28%)	00:01:12	313 (0.29%)	25.16%	29.78%	\$0.00 (0.00%)
40.	/about/	1,387 (0.44%)	1,055 (0.46%)	00:00:39	89 (0.08%)	25.84%	15.28%	\$0.00 (0.00%)
41.	/link/	1,298 (0.41%)	990 (0.44%)	00:01:04	573 (0.53%)	53.40%	35.98%	\$0.00 (0.00%)
42.	/about/jobs/	1,211 (0.38%)	694 (0.31%)	00:01:40	316 (0.29%)	45.34%	43.44%	\$0.00 (0.00%)
43.	/news/	1,211 (0.38%)	848 (0.37%)	00:00:33	121 (0.11%)	60.33%	17.42%	\$0.00 (0.00%)
44.	/fares/clipper-card/	1,113 (0.35%)	935 (0.41%)	00:02:31	367 (0.34%)	68.66%	49.42%	\$0.00 (0.00%)
45.	/public-meetings/	990 (0.31%)	728 (0.32%)	00:00:33	16 (0.01%)	31.25%	13.03%	\$0.00 (0.00%)
46.	/fares/where-to-buy/	860 (0.27%)	708 (0.31%)	00:01:35	215 (0.20%)	64.02%	45.23%	\$0.00 (0.00%)
47.	/schedule/92X/	860 (0.27%)	634 (0.28%)	00:02:16	256 (0.23%)	61.72%	38.72%	\$0.00 (0.00%)
48.	/maps-schedules/route-10/	832 (0.26%)	689 (0.30%)	00:03:36	195 (0.18%)	79.49%	60.22%	\$0.00 (0.00%)
49.	/buses-run-on-regular-weekday-schedule-on-veterans-day/	825 (0.26%)	756 (0.33%)	00:04:21	737 (0.68%)	90.77%	89.45%	\$0.00 (0.00%)
50.	/maps-schedules/route-6/	817 (0.26%)	679 (0.30%)	00:04:05	230 (0.21%)	80.95%	67.69%	\$0.00 (0.00%)

Rows 1 - 50 of 2017

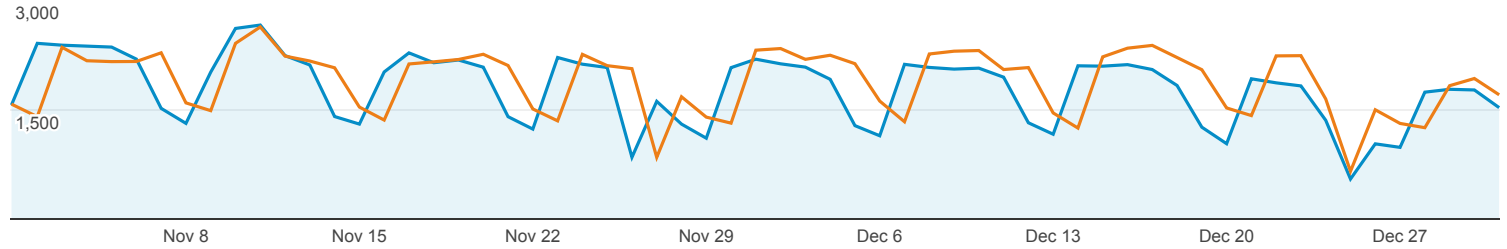
Visitor Report

Nov 1, 2015 - Dec 31, 2015
Compare to: Nov 1, 2014 - Dec 31, 2014

All Sessions
+0.00%

Report Tab

Nov 1, 2015 - Dec 31, 2015: ● Sessions
Nov 1, 2014 - Dec 31, 2014: ● Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		5.00% ↓ 109,055 vs 114,793	3.36% ↓ 44,957 vs 46,518	5.46% ↑ 315,298 vs 298,964	3.40% ↑ 00:02:49 vs 00:02:43	11.01% ↑ 2.89 vs 2.60
1. Returning Visitor	Yes					
		59,728 (54.77%)	12,242 (22.66%)	166,071 (52.67%)	00:02:55	2.78
		62,172 (54.16%)	11,488 (20.62%)	150,255 (50.26%)	00:02:49	2.42
		-3.93%	6.56%	10.53%	3.95%	15.05%
2. New Visitor	Yes					
		22,827 (20.93%)	22,810 (42.21%)	62,983 (19.98%)	00:02:25	2.76
		22,082 (19.24%)	22,067 (39.60%)	57,170 (19.12%)	00:02:20	2.59
		3.37%	3.37%	10.17%	3.14%	6.57%
3. New Visitor	No					
		14,276 (13.09%)	14,264 (26.40%)	46,361 (14.70%)	00:02:56	3.25
		16,918 (14.74%)	16,902 (30.33%)	51,414 (17.20%)	00:02:46	3.04
		-15.62%	-15.61%	-9.83%	6.00%	6.86%
4. Returning Visitor	No					
		12,224 (11.21%)	4,718 (8.73%)	39,883 (12.65%)	00:02:53	3.26
		13,621 (11.87%)	5,264 (9.45%)	40,125 (13.42%)	00:02:52	2.95
		-10.26%	-10.37%	-0.60%	0.75%	10.76%

Rows 1 - 4 of 4

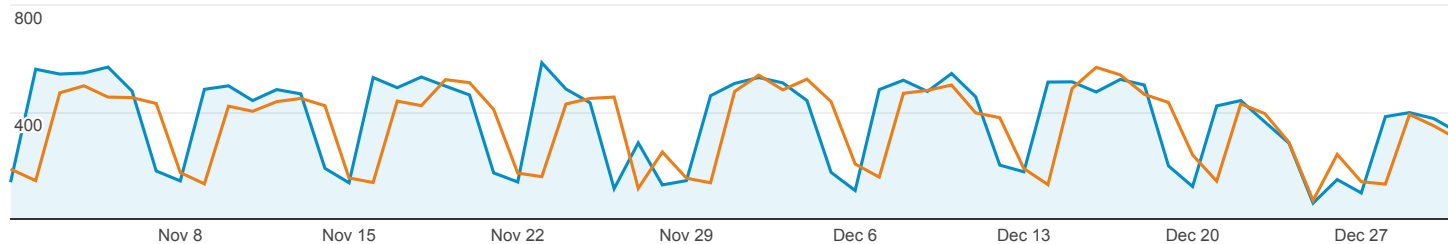
Nov 1, 2015 - Dec 31, 2015
Compare to: Nov 1, 2014 - Dec 31, 2014

All Sessions
+0.00%

Explorer

Summary

Nov 1, 2015 - Dec 31, 2015: Sessions
Nov 1, 2014 - Dec 31, 2014: Sessions



User Type	Mobile (Including Tablet)	Acquisition			Behavior			Conversions			
		Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value	
		7.67% ▲ 22,534 vs 20,928	0.44% ▲ 23.37% vs 23.27%	8.15% ▲ 5,267 vs 4,870	9.80% ▲ 35.71% vs 39.58%	4.94% ▲ 3.99 vs 3.80	3.46% ▲ 00:06:06 vs 00:05:53	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00	
1. Returning Visitor	Yes										
		Nov 1, 2015 - Dec 31, 20	15,109 (67.05%)	0.00%	0 (0.00%)	38.00%	4.16	00:07:07	0.00%	0 (0.00%)	\$0.00 (0.00%)
		Nov 1, 2014 - Dec 31, 20	13,677 (65.35%)	0.00%	0 (0.00%)	41.72%	3.94	00:06:47	0.00%	0 (0.00%)	\$0.00 (0.00%)
		% Change	10.47%	0.00%	0.00%	-8.92%	5.75%	4.89%	0.00%	0.00%	0.00%
2. New Visitor	Yes										
		Nov 1, 2015 - Dec 31, 20	4,369 (19.39%)	100.00%	4,369 (82.95%)	34.65%	3.86	00:04:02	0.00%	0 (0.00%)	\$0.00 (0.00%)
		Nov 1, 2014 - Dec 31, 20	3,999 (19.11%)	100.00%	3,999 (82.11%)	42.04%	3.63	00:03:57	0.00%	0 (0.00%)	\$0.00 (0.00%)
		% Change	9.25%	0.00%	9.25%	-17.56%	6.57%	2.11%	0.00%	0.00%	0.00%
3. Returning Visitor	No										
		Nov 1, 2015 - Dec 31, 20	2,158 (9.58%)	0.00%	0 (0.00%)	24.00%	3.20	00:04:18	0.00%	0 (0.00%)	\$0.00 (0.00%)
		Nov 1, 2014 - Dec 31, 20	2,381 (11.38%)	0.00%	0 (0.00%)	28.90%	3.26	00:04:47	0.00%	0 (0.00%)	\$0.00 (0.00%)
		% Change	-9.37%	0.00%	0.00%	-16.93%	-1.81%	-10.10%	0.00%	0.00%	0.00%
4. New Visitor	No										
		Nov 1, 2015 - Dec 31, 20	898 (3.99%)	100.00%	898 (17.05%)	30.40%	3.63	00:03:15	0.00%	0 (0.00%)	\$0.00 (0.00%)
		Nov 1, 2014 - Dec 31, 20	871 (4.16%)	100.00%	871 (17.89%)	24.00%	4.01	00:03:48	0.00%	0 (0.00%)	\$0.00 (0.00%)
		% Change	3.10%	0.00%	3.10%	26.69%	-9.61%	-14.72%	0.00%	0.00%	0.00%

