

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, March 8, 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. Committee Chair Rotation
3. Agenda Approval
4. Approval of Minutes of January 12, 2016*
5. Public Comment
6. 2016-2025 Draft Short Range Transit Plan*
7. Mobility Management Contractor Update
8. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – Dec. 2015 and Jan. 2016*
9. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – Dec. 2015 and Jan. 2016*
 - b. Driver Appreciation Winners – Jan. 2016 – Jeff Marquez/Feb. 2016 - Ronilio Salvador
 - c. Website User Information – January/February 2016*
 - d. Customer Service Report – January/February 2016

*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 – May 10, 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, March 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, March 30, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, March 8, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 7, 8:30 a.m., 2477 Arnold Industrial Way, Concord
Operations & Scheduling:	Friday, April 1, 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 12, 2016

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

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

Staff present: Mary Burdick, Ruby Horta, and Tim McGowan (LINK)

Guests: None

Approval of Agenda

The agenda was approved as presented.

Approval of the Minutes of Nov. 10., 2015

The minutes were approved.

Public Comment

There was no public comment.

Contra Costa Transportation Authority Expenditure Plan Development

Ms. Horta reported on the Contra Costa Transportation Authority's (CCTA) intent to place an initiative on the November ballot seeking to increase the current half cent sales tax to one cent. CCTA is developing the expenditure plan which will identify the projects that will be funded if the increase is approved.

County Connection is working with CCTA and has identified increasing service along key corridors to provide 15 minute frequencies, and increasing weekend services as priority projects should additional funds be available through this effort.

I-680 Congestion Relief Study

Ms. Horta reported that the I-680 Congestion Relief Study is complete and is available on CCTA's website. This study was undertaken to determine the types of projects that could be funded should the ballot measure to increase the sales tax in Contra Costa County be approved. From the study four projects emerged:

- 1) Enhanced bus service
- 2) Bus on shoulder (I-680 corridor)
- 3) Connected vehicles (self-driving)
- 4) Demand response (for self-driving projects)

ADA Monthly Reports

- A. ADA Certification and Recertification reports for November and December 2015 were reviewed with no comments. The number of clients getting certified for the first time, as well as renewing their certification remains stable.

- B. LINK monthly operating reports for August-November 2015 were reviewed without comment. Mr. McGowan had an updated August LINK report, noting an error (line 22) on the report in the packet.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for October and November, 2015 were reviewed. There has been a slight year over year increase in overall ridership.
- B. Driver Appreciation Winners – There were no entries for November. The December winner was Monroe Woodard.
- C. CCCTA Website User Information - Staff provided website user statistics for November and December 2015.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for November and December 2015, as well as the number of telephone calls coming to the Information Center. There were 44 complaints for the time period and 10,330 phone calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:15 PM.

The next meeting was scheduled for Tuesday, March 8, 2016

Minutes prepared by Mary Burdick on February 29, 2016.

To: Advisory Committee

Date: 02/29/2016

From: Ruby Horta, Manager of Planning

Reviewed by:

SUBJECT: Final Draft – Short Range Transit Plan (SRTP)

Summary:

The Short Range Transit Plan (SRTP) is County Connection's operations and financial planning document. In order to effectively execute planning and programming responsibilities, MTC requires that each transit operator receiving federal funding through the Regional Transportation Improvement Program (TIP), prepare, adopt, and submit to MTC a SRTP. County Connection's last Full SRTP was completed in 2012, and its last Mini SRTP was completed in 2014. The current effort will result in an updated Full SRTP covering FY2016 through FY2025.

The plan focuses on evaluating existing service and the requirements needed to address a consistent but basic level of ridership growth. Additionally, County Connection staff has developed a more comprehensive approach envisioning additional planning initiatives if certain funding programs can be realized in the coming years.

The operating budget assumes annual service changes will be limited to minor adjustments designed to increase ridership and/or improve efficiency and service reliability. On the capital side, subsequent to the current cycle of fixed-route fleet replacement, the next significant expense will occur around FY 2024.

A detailed capital program is included that identifies current revenue and non-revenue fleet replacements as well as other capital projects.

Based on the assumptions presented, the SRTP projects that County Connection should be able to maintain a fully balanced budget during the SRTP period.

At the February meeting the Marketing, Planning and Legislative Committee directed staff to begin the public hearing process on the Short Range Transit Plan FY2016 – FY2025. The Public Hearing Notice has been scheduled to print in the Contra Costa Times and the San Ramon Valley Times on February 17th and March 5th. The public hearing will take place at the next Board meeting on March 17, 2016.

Recommendation:

None

Financial Implications:

None

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	45	21	0	0	46	22	1	0	29	16	0	0	27	14	0	0
FEB	51	34	0	0	54	41	0	0	25	14	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	408	258	1	0	718	482	4	1	213	121	0	0	428	246	0	0

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

CCCTA LINK
MONTHLY OPERATING SUMMARY
DECEMBER FY 15/16

16 JAN 29 12:08

SUMMARY	DECEMBER FY 14/15	DECEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	11,775	11,456	72,963	71,638
2 TOTAL ATTENDANTS	691	613	4,452	4,057
3 TOTAL COMPANIONS	96	40	441	370
4 TOTAL PASSENGERS	12,562	12,109	77,856	76,065
5 TOTAL SERVICE DAYS	30	30	180	180
6 VEHICLE REVENUE HOURS	6,060	6,335	37,095	38,206
7 VEHICLE SERVICE HOURS	7,612	8,216	46,012	48,254
8 VEHICLE NON REV HOURS	1,552	1,881	8,917	10,047
9 VEHICLE SERVICE MILES	118,515	107,477	740,433	666,576
10 VEHICLE REVENUE MILES	98,218	86,531	614,461	548,561
11 VEHICLE NON REV MILES	20,297	20,946	125,972	118,015
12 PASS. PER REVENUE HOUR	2.07	1.91	2.10	1.99
13 CLIENT PER REVENUE HOUR	1.94	1.81	1.97	1.88
14 PASS. PER SERVICE HOUR	1.65	1.47	1.69	1.58
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	1136	872	6,847	5,576
18 SAME DAY TRIPS	162	122	556	664
19 SUBSCRIPTION TRIPS	6,256	6,651	39,840	41,020
20 DEMAND	5,526	4,805	33,233	30,650
21 FAREBOX REVENUE	\$10,893.58	\$9,782.43	\$68,947.33	\$66,746.06
22 PREPAID CLIENTS	\$6,015.00	\$9,441.00	\$52,004.30	\$45,876.00
23 COLLECTED BILLING	\$17,116.00	\$24,882.00	\$147,506.00	\$161,482.00
24 TOTAL REVENUE COLLECTED	\$34,024.58	\$44,105.43	\$268,457.63	\$274,104.06
25 CHARGEABLE ACCIDENTS	0	0	5	3
26 SERVICE COMPLAINTS	0	0	9	3
27 SERVICE COMMENDATIONS	0	7	9	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	2	18	16
30 DRIVER TURNOVER	6%	2%	16%	10%
31 SCHEDULE ADHERENCE	79%	83%	84%	84%
32 WHEELCHAIR BOARDING'S	4,275	4,057	21,669	16,024
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,476	6,250	N/A	N/A
35 UNDUPLICATED CLIENTS	1,071	986	N/A	N/A
36 NO-SHOWS	158	87	676	447
37 CANCELS	2,111	1,791	11,108	9,724
38 AVG. TRIP LENGTH (MILES)	9.4	8.9	9.5	8.8
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,957	15,063	109,931	98,962
42 FLEET M.P.G.	7.0	7.1	6.7	6.7

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS LINK vs. BART HOURS			REFUEL
8261.40	6380.00	1745.40	136.00
8216.03	6334.63	1881.40	
<i>LINK Invoicing Calculation</i>			
<i>Serv. Hrs</i>		8,216.03	
<i>Hourly rate</i>		<u>42.79</u>	
<i>Total</i>		351,563.92	
<i>Fixed Costs</i>		81,637.00	
<i>Grand Total</i>		<u>\$433,200.92</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

Agenda Item 7.a

TO: O&S Committee

DATE: January 18, 2016

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 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	287,245		
Average Weekday	12,099	13,188	
Pass/Rev Hour	14.8	16.3	Standard Goal > 17.0
Missed Trips	0.09%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	26,316	32,766	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in December (12,099 passengers) than November (13,105 passengers) and higher than December 2014 (11,639 passengers).

Passengers per hour in December was 14.8, a decrease from 16.0 in November and slightly higher than December 2014 when passengers per hour was 14.7.

The percentage of missed trips in December was 0.09%. A decrease from the prior month (0.12%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 26,316 miles in December, lower than the prior month in which there were 30,051 miles between roadcalls. The 12 month average is 33,766 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 287,245 passengers in December, 198,165 passengers had the potential to use Clipper card aboard County Connection since 89,080 either used an employee sponsored program or the midday free program. About 9.7% of the 198,165 potential Clipper card users paid using Clipper during this month

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
December 2015 - Fixed Route Boardings	287,173	Revenue Hours -	December 2015	19,382	Weekdays - Dec 15	22	Fiscal 2016 YTD	1,836,578
			December 2014	18,937	Dec 14	22		
Special Event(s) - Walnut Creek Marathon	72	Revenue Miles -	December 2015	211,338	Saturdays - Dec 15	4	Fiscal 2015YTD	1,791,157
			December 2014	208,246	Dec 14	4		
					Sundays - Dec 15	4		
					Dec 14	4		
December 2015 Total Boardings	287,245	Passengers per Mile		1.4	Total Days - 2015	30	YTD Trend	2.5%
December 2014 Total Boardings	280,089	Passengers per Hour		14.8	2014	30	Monthly Trend	2.6%

December 2015 Fixed Route Passenger Total						December 2015	December 2015
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	7,314	-	-	7,314	332	10.4
2	Rudgear / Walnut Creek	406	-	-	406	18	4.8
3	Martinez Community Shuttle	1,876	-	-	1,876	85	5.9
4	Walnut Creek Downtown Shuttle	18,165	2,365	1,518	22,048	826	23.5
4H **	Walnut Creek Extended Holiday Service	466	292	-	758	21	6.5
5	Creekside / Walnut Creek	9,812	-	-	9,812	446	23.9
6	Lafayette / Moraga / Orinda	8,640	361	237	9,238	393	11.4
7	Shadelands / Pleasant Hill / Walnut Creek	6,204	-	-	6,204	282	13.1
9	DVC / Walnut Creek	11,584	-	-	11,584	527	12.5
10	Concord / Clayton Rd	24,395	-	-	24,395	1,109	23.1
11	Treat Blvd / Oak Grove	6,204	-	-	6,204	282	14.5
14	Monument Blvd	13,048	-	-	13,048	593	15.0
15	Treat Boulevard	10,828	-	-	10,828	492	15.9
16	Alhambra Ave / Monument Blvd	16,582	-	-	16,582	754	14.5
17	Olivera/Solano / Salvio / North Concord	5,710	-	-	5,710	260	14.0
18	Amtrak / Merello / Pleasant Hill	8,973	-	-	8,973	408	13.1
19	Amtrak / Pacheco Blvd / Concord	3,332	-	-	3,332	151	11.0
20	DVC / Concord	21,879	-	-	21,879	995	20.1
21	Walnut Creek / San Ramon Transit Center	12,579	-	-	12,579	572	11.3
25	Lafayette / Walnut Creek	1,454	-	-	1,454	66	6.8
28	North Concord / Martinez	6,359	-	-	6,359	289	9.4
35	Dougherty Valley	11,170	-	-	11,170	508	15.2
36	San Ramon / Dublin	5,594	-	-	5,594	254	9.1
91X	Concord Commuter Express	1,212	-	-	1,212	55	10.5
92X	Ace Shuttle Express	3,855	-	-	3,855	175	16.6
93X	Kirker Pass Express	3,845	-	-	3,845	175	12.3
95X	San Ramon / Danville Express	3,746	-	-	3,746	170	16.9
96X	Bishop Ranch Express	11,049	-	-	11,049	502	14.1
97X	Bishop Ranch Express	1,973	-	-	1,973	90	9.0
98X	Martinez Express	8,776	-	-	8,776	399	15.0
250 *	Gael Rail Service	19	17	14	50	3	0.8
260 *	Cal State East Bay / Concord Bart	103	-	-	103	15	1.7
301	Rossmoor / John Muir Medical Center	-	232	160	392	-	5.4
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,116	1,593	3,709	-	27.0
311	Concord / Oak Grove / Treat Blvd / WC	-	1,061	617	1,678	-	13.5
314	Clayton Rd / Monument Blvd / PH	-	2,829	1,864	4,693	-	20.9
315	Concord / Willow Pass / Landana	-	239	167	406	-	7.9
316	Alhambra / Merello / Pleasant Hill	-	1,322	957	2,279	-	13.8
320	DVC / Concord	-	808	522	1,330	-	12.9
321	San Ramon / Walnut Creek	-	1,006	690	1,696	-	10.0
Alamo Creek *	Alamo Creek / BART Walnut Creek	438	-	-	438	20	2.5
600's	Select Service	18,593	-	-	18,593	845	24.7
TOTALS		266,186	12,648	8,339	287,173	12,099	14.8

* Data from Link

** Seasonal Route

Agenda Item 7.a

TO: O&S Committee

DATE: February 18, 2016

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for January 2016

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	279,536		
Average Weekday	12,735	13,123	
Pass/Rev Hour	15.2	16.2	Standard Goal > 17.0
Missed Trips	0.09%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	34,724	33,703	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in January (12,735) passengers) than December (12,099 passengers) and slightly lower than January 2015 (12,756 passengers).

Passengers per hour in January was 15.2, a increase from 14.8 in December and slightly lower than January 2014 when passengers per hour was 15.5.

The percentage of missed trips in January was 0.09%. Equal to the prior month (0.09%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 34,724 miles in January, higher than the prior month in which there were 26,316 miles between roadcalls. The 12 month average is 33,703 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 279,536 passengers in January, 191,977 passengers had the potential to use Clipper card aboard County Connection since 87,559 either used an employee sponsored program or the midday free program. About 12.0% of the 191,977 potential Clipper card users paid using Clipper during this month

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
January 2016 - Fixed Route Boardings	279,536	Revenue Hours -	January 2016	18,407	Weekdays - Jan16	20	Fiscal 2016 YTD	2,116,114
Special Event(s)			January 2015	18,428	Jan15	21		
		Revenue Miles -	January 2016	199,458	Saturdays - Jan16	5	Fiscal 2015YTD	2,084,330
			January 2015	201,536	Jan15	5		
					Sundays - Jan16	5		
					Jan15	4		
January 2016 Total Boardings	279,536	Passengers per Mile		1.4	Total Days - 2015	30	YTD Trend	1.5%
January 2015 Total Boardings	293,173	Passengers per Hour		15.2	2014	30	Monthly Trend	(4.7%)

January 2016 Fixed Route Passenger Total						January 2016 Weekday Average	January 2016 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (IM)	Rossmoor / Shadelands	6,802	-	-	6,802	340	10.7
2	Rudgear / Walnut Creek	311	-	-	311	16	4.0
3	Martinez Community Shuttle	1,759	-	-	1,759	88	6.1
4	Walnut Creek Downtown Shuttle	15,384	2,277	2,108	19,769	769	21.9
5	Creekside / Walnut Creek	9,990	-	-	9,990	500	26.8
6	Lafayette / Moraga / Orinda	9,860	637	595	11,091	493	14.5
7	Shadelands / Pleasant Hill / Walnut Creek	6,670	-	-	6,670	334	15.7
9	DVC / Walnut Creek	10,576	-	-	10,576	529	12.6
10	Concord / Clayton Rd	21,917	-	-	21,917	1,096	22.8
11	Treat Blvd / Oak Grove	5,675	-	-	5,675	284	14.6
14	Monument Blvd	12,261	-	-	12,261	613	15.5
15	Treat Boulevard	10,906	-	-	10,906	545	17.6
16	Alhambra Ave / Monument Blvd	14,987	-	-	14,987	749	14.5
17	Olivera/Solano / Salvio / North Concord	4,965	-	-	4,965	248	13.4
18	Amtrak / Merello / Pleasant Hill	8,002	-	-	8,002	400	12.8
19	Amtrak / Pacheco Blvd / Concord	2,854	-	-	2,854	143	10.3
20	DVC / Concord	18,516	-	-	18,516	926	18.7
21	Walnut Creek / San Ramon Transit Center	11,880	-	-	11,880	594	11.7
25	Lafayette / Walnut Creek	1,374	-	-	1,374	69	7.0
28	North Concord / Martinez	5,575	-	-	5,575	279	9.0
35	Dougherty Valley	10,731	-	-	10,731	537	16.1
36	San Ramon / Dublin	5,284	-	-	5,284	264	9.4
91X	Concord Commuter Express	1,274	-	-	1,274	64	12.1
92X	Ace Shuttle Express	4,222	-	-	4,222	211	19.9
93X	Kirker Pass Express	3,701	-	-	3,701	185	12.9
95X	San Ramon / Danville Express	3,585	-	-	3,585	179	17.8
96X	Bishop Ranch Express	11,137	-	-	11,137	557	15.7
97X	Bishop Ranch Express	2,005	-	-	2,005	100	10.0
98X	Martinez Express	7,731	-	-	7,731	387	14.6
250 *	Gael Rail Service	56	89	54	199	7	2.1
260 *	Cal State East Bay / Concord Bart	275	-	-	275	17	2.0
301	Rossmoor / John Muir Medical Center	-	256	125	381	-	4.3
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,522	2,030	4,551	-	26.5
311	Concord / Oak Grove / Treat Blvd / WC	-	1,079	885	1,964	-	12.7
314	Clayton Rd / Monument Blvd / PH	-	2,860	2,308	5,168	-	18.5
315	Concord / Willow Pass / Landana	-	268	231	499	-	7.7
316	Alhambra / Merello / Pleasant Hill	-	1,456	1,167	2,623	-	12.7
320	DVC / Concord	-	919	762	1,681	-	13.1
321	San Ramon / Walnut Creek	-	1,226	984	2,210	-	10.6
Alamo Creek *	Alamo Creek / BART Walnut Creek	396	-	-	396	20	2.5
600's	Select Service	24,039	-	-	24,039	1,202	23.1
TOTALS		254,699	13,589	11,248	279,536	12,735	15.2

* Data from Link ** Seasonal Route

Operations Data Summary

RAMP EVENTS BY ROUTE

(sort by YTD Total - decending order)

Route	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	YTD Total
10	412	369	329	337	259	232	196						2,134
20	274	253	322	294	227	304	194						1,868
16	254	250	251	214	238	210	173						1,590
9	223	198	189	252	290	201	204						1,557
28	215	227	255	294	152	207	148						1,498
98X	160	155	171	251	163	214	161						1,275
14	185	201	186	169	180	145	109						1,175
4	128	103	131	139	189	233	193						1,116
17	156	119	201	160	145	139	87						1,007
1	82	125	187	194	125	85	119						917
11	146	157	113	122	75	90	70						773
96X	91	98	109	120	105	148	89						760
18	104	120	164	116	69	78	88						739
35	121	94	72	75	67	81	74						584
21	123	61	77	100	79	87	45						572
314	45	141	77	67	74	77	74						555
600's	76	89	112	98	56	68	50						549
3	-	35	92	115	76	84	95						497
15	87	70	73	83	63	50	61						487
310	78	90	82	84	60	30	34						458
36	43	58	65	38	68	67	70						409
19	43	53	101	86	45	35	45						408
311	42	72	81	62	39	46	42						384
5	55	43	42	47	34	53	41						315
316	47	69	39	60	32	24	23						294
25	14	35	24	31	44	47	37						232
93X	8	20	35	38	21	24	57						203
320	27	36	27	37	24	16	16						183
7	13	11	43	40	6	32	11						156
301	4	33	35	44	23	6	2						147
6	34	19	21	16	24	15	12						141
321	20	16	2	13	10	8	5						74
95X	3	3	12	25	10	6	3						62
92X	1	3	11	21	8	11	6						61
91X	-	7	2	12	20	4	7						52
315	3	6	10	2	3	10	3						37
97X	2	1	9	4	3	3	4						26
2	-	1	-	2	2	1	3						9
Total	3,319	3,441	3,752	3,862	3,108	3,171	2,651	-	-	-	-	-	23,304
÷ 2 =	1,660	1,721	1,876	1,931	1,554	1,586	1,326	-	-	-	-	-	11,652

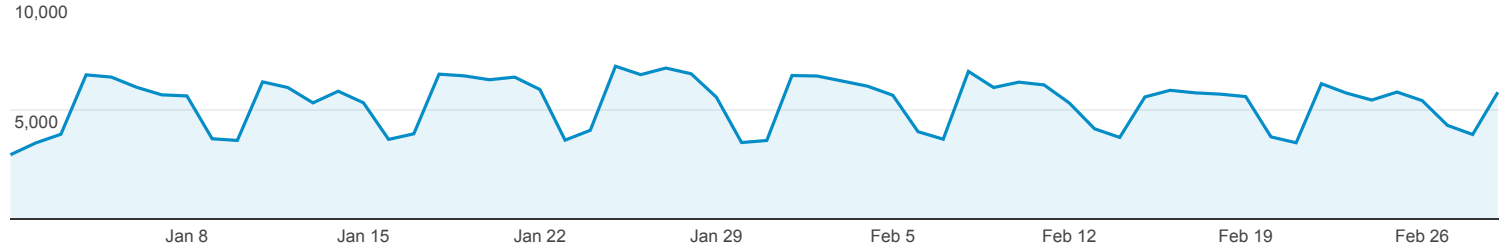
Jan 1, 2016 - Feb 29, 2016

Pages

All Users
100.00% Pageviews

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	316,428 % of Total: 100.00% (316,428)	231,442 % of Total: 100.00% (231,442)	00:01:31 Avg for View: 00:01:31 (0.00%)	110,243 % of Total: 100.00% (110,243)	40.23% Avg for View: 40.23% (0.00%)	34.84% Avg for View: 34.84% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	57,662 (18.22%)	39,806 (17.20%)	00:01:00	35,754 (32.43%)	18.63%	25.58%	\$0.00 (0.00%)
2. /mobile-schedules/	44,860 (14.18%)	26,691 (11.53%)	00:00:33	8,853 (8.03%)	14.74%	10.56%	\$0.00 (0.00%)
3. /maps-schedules/	35,630 (11.26%)	23,269 (10.05%)	00:00:58	19,913 (18.06%)	19.79%	20.87%	\$0.00 (0.00%)
4. /schedule/98X/	7,657 (2.42%)	6,468 (2.79%)	00:03:13	4,252 (3.86%)	82.69%	66.38%	\$0.00 (0.00%)
5. /maps-schedules/route-6/	7,082 (2.24%)	5,884 (2.54%)	00:04:38	3,558 (3.23%)	83.73%	73.38%	\$0.00 (0.00%)
6. /schedule/16/	6,479 (2.05%)	5,233 (2.26%)	00:02:58	1,272 (1.15%)	73.66%	49.36%	\$0.00 (0.00%)
7. /schedule/20/	6,252 (1.98%)	5,211 (2.25%)	00:03:24	1,605 (1.46%)	79.31%	57.42%	\$0.00 (0.00%)
8. /fares/	6,191 (1.96%)	5,015 (2.17%)	00:01:57	1,527 (1.39%)	58.87%	37.15%	\$0.00 (0.00%)
9. /schedule/18/	6,167 (1.95%)	4,922 (2.13%)	00:02:34	1,160 (1.05%)	71.64%	46.02%	\$0.00 (0.00%)
10. /schedule/9/	5,914 (1.87%)	4,681 (2.02%)	00:03:11	1,268 (1.15%)	77.29%	50.57%	\$0.00 (0.00%)
11. /schedule/15/	5,277 (1.67%)	4,280 (1.85%)	00:03:35	1,197 (1.09%)	75.61%	54.08%	\$0.00 (0.00%)
12. /schedule/14/	4,997 (1.58%)	3,970 (1.72%)	00:02:39	911 (0.83%)	70.80%	44.05%	\$0.00 (0.00%)
13. /maps-schedules/route-10/	4,307 (1.36%)	3,379 (1.46%)	00:03:04	1,052 (0.95%)	75.67%	53.66%	\$0.00 (0.00%)
14. /schedule/21/	4,238 (1.34%)	3,455 (1.49%)	00:02:52	714 (0.65%)	74.65%	52.03%	\$0.00 (0.00%)
15. /schedule/11/	3,928 (1.24%)	3,168 (1.37%)	00:02:17	672 (0.61%)	72.47%	41.40%	\$0.00 (0.00%)
16. /schedule/5/	3,819 (1.21%)	3,343 (1.44%)	00:03:32	1,314 (1.19%)	85.69%	68.53%	\$0.00 (0.00%)
17. /schedule/35/	3,512 (1.11%)	2,844 (1.23%)	00:02:59	850 (0.77%)	84.37%	57.37%	\$0.00 (0.00%)
18. /schedule/6/	3,464 (1.09%)	2,990 (1.29%)	00:06:34	2,017 (1.83%)	86.27%	78.58%	\$0.00 (0.00%)
19. /schedule/316/	3,264 (1.03%)	2,567 (1.11%)	00:03:12	622 (0.56%)	70.21%	47.73%	\$0.00 (0.00%)
20. /schedule/4/	3,208 (1.01%)	2,677 (1.16%)	00:03:42	1,109 (1.01%)	75.50%	62.22%	\$0.00 (0.00%)
21. /schedule/28/	3,183 (1.01%)	2,504 (1.08%)	00:03:14	570 (0.52%)	70.53%	46.62%	\$0.00 (0.00%)
22. /schedule/314/	3,032 (0.96%)	2,494 (1.08%)	00:03:09	595 (0.54%)	77.48%	53.99%	\$0.00 (0.00%)

23.	/schedule/95X/	2,849 (0.90%)	2,292 (0.99%)	00:01:47	846 (0.77%)	66.47%	42.05%	\$0.00 (0.00%)
24.	/driver-login/?force=desktop	2,812 (0.89%)	1,653 (0.71%)	00:03:02	976 (0.89%)	41.86%	50.25%	\$0.00 (0.00%)
25.	/schedule/96X/	2,767 (0.87%)	2,286 (0.99%)	00:03:27	1,707 (1.55%)	72.48%	63.50%	\$0.00 (0.00%)
26.	/schedule/7/	2,712 (0.86%)	2,151 (0.93%)	00:02:39	744 (0.67%)	65.32%	47.86%	\$0.00 (0.00%)
27.	/how-to-ride/	2,514 (0.79%)	1,875 (0.81%)	00:00:41	126 (0.11%)	19.84%	8.87%	\$0.00 (0.00%)
28.	/schedule/17/	2,497 (0.79%)	2,028 (0.88%)	00:03:14	527 (0.48%)	74.76%	51.18%	\$0.00 (0.00%)
29.	/schedule/310/	2,429 (0.77%)	1,998 (0.86%)	00:03:33	550 (0.50%)	74.18%	57.10%	\$0.00 (0.00%)
30.	/schedule/19/	2,168 (0.69%)	1,695 (0.73%)	00:01:47	186 (0.17%)	64.17%	29.34%	\$0.00 (0.00%)
31.	/maps-schedules/route-96x/	2,122 (0.67%)	1,622 (0.70%)	00:02:14	219 (0.20%)	70.72%	41.14%	\$0.00 (0.00%)
32.	/schedule/311/	2,053 (0.65%)	1,647 (0.71%)	00:02:22	324 (0.29%)	73.77%	46.52%	\$0.00 (0.00%)
33.	/schedule/10/	1,958 (0.62%)	1,609 (0.70%)	00:04:09	650 (0.59%)	69.38%	59.81%	\$0.00 (0.00%)
34.	/schedule/321/	1,935 (0.61%)	1,641 (0.71%)	00:02:37	350 (0.32%)	74.15%	56.90%	\$0.00 (0.00%)
35.	/schedule/93X/	1,906 (0.60%)	1,493 (0.65%)	00:02:49	664 (0.60%)	70.08%	49.58%	\$0.00 (0.00%)
36.	/?force=desktop	1,873 (0.59%)	1,350 (0.58%)	00:00:32	101 (0.09%)	40.59%	13.24%	\$0.00 (0.00%)
37.	/schedule/1/	1,862 (0.59%)	1,393 (0.60%)	00:02:41	224 (0.20%)	69.33%	39.04%	\$0.00 (0.00%)
38.	/maps-schedules/600-select-service/	1,849 (0.58%)	882 (0.38%)	00:01:20	106 (0.10%)	39.81%	22.71%	\$0.00 (0.00%)
39.	/schedule/97X/	1,790 (0.57%)	1,423 (0.61%)	00:02:19	652 (0.59%)	64.37%	46.48%	\$0.00 (0.00%)
40.	/schedule/320/	1,661 (0.52%)	1,350 (0.58%)	00:02:39	294 (0.27%)	72.79%	44.97%	\$0.00 (0.00%)
41.	/schedule/36/	1,601 (0.51%)	1,218 (0.53%)	00:02:05	212 (0.19%)	81.13%	40.35%	\$0.00 (0.00%)
42.	/about/jobs/	1,553 (0.49%)	806 (0.35%)	00:01:49	367 (0.33%)	38.61%	41.66%	\$0.00 (0.00%)
43.	/link/	1,435 (0.45%)	1,103 (0.48%)	00:01:08	610 (0.55%)	49.84%	34.29%	\$0.00 (0.00%)
44.	/about/	1,407 (0.44%)	1,081 (0.47%)	00:00:28	94 (0.09%)	32.98%	15.85%	\$0.00 (0.00%)
45.	/news/	1,101 (0.35%)	774 (0.33%)	00:00:45	139 (0.13%)	51.08%	17.08%	\$0.00 (0.00%)
46.	/driver-login/	1,064 (0.34%)	504 (0.22%)	00:01:24	247 (0.22%)	33.06%	33.46%	\$0.00 (0.00%)
47.	/fares/clipper-card/	1,018 (0.32%)	873 (0.38%)	00:03:01	297 (0.27%)	65.99%	45.09%	\$0.00 (0.00%)
48.	/fares/where-to-buy/	1,004 (0.32%)	825 (0.36%)	00:01:53	302 (0.27%)	61.72%	43.82%	\$0.00 (0.00%)
49.	/schedule/1M/	862 (0.27%)	721 (0.31%)	00:01:21	157 (0.14%)	74.52%	37.24%	\$0.00 (0.00%)
50.	/maps-schedules/route-250-st-marys-college-gael-rail-shuttle-schedule/	852 (0.27%)	700 (0.30%)	00:02:31	339 (0.31%)	61.95%	50.35%	\$0.00 (0.00%)

Rows 1 - 50 of 1977

Visitor Report

Jan 1, 2016 - Feb 29, 2016

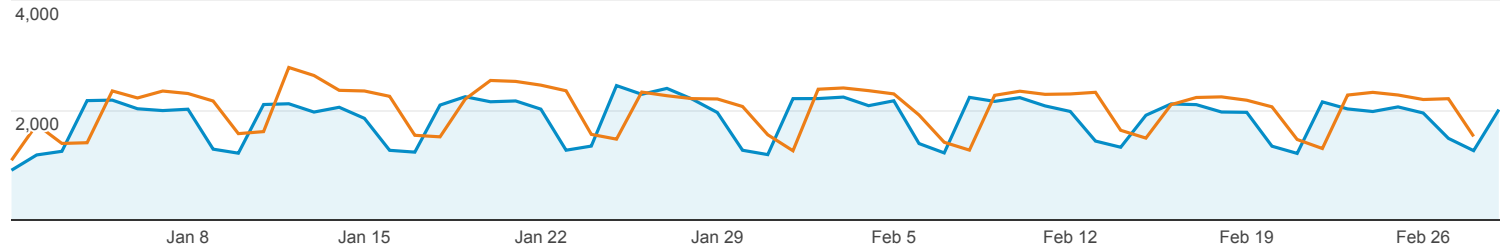
Compare to: Jan 1, 2015 - Feb 28, 2015

All Users
+0.00% Sessions

Report Tab

Jan 1, 2016 - Feb 29, 2016: ● Sessions

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



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		9.07% ↓ 108,745 vs 119,598	2.85% ↓ 46,409 vs 47,769	1.42% ↓ 312,004 vs 316,496	1.61% ↑ 00:02:50 vs 00:02:47	8.42% ↑ 2.87 vs 2.65
1. Returning Visitor	Yes					
Jan 1, 2016 - Feb 29, 2016		58,169 (53.49%)	11,981 (21.89%)	157,017 (50.33%)	00:02:55	2.70
Jan 1, 2015 - Feb 28, 2015		65,837 (55.05%)	11,913 (20.74%)	160,006 (50.56%)	00:02:50	2.43
% Change		-11.65%	0.57%	-1.87%	3.33%	11.07%
2. New Visitor	Yes					
Jan 1, 2016 - Feb 29, 2016		23,573 (21.68%)	23,556 (43.03%)	65,500 (20.99%)	00:02:27	2.78
Jan 1, 2015 - Feb 28, 2015		22,813 (19.07%)	22,800 (39.70%)	60,705 (19.18%)	00:02:28	2.66
% Change		3.33%	3.32%	7.90%	-0.36%	4.42%
3. New Visitor	No					
Jan 1, 2016 - Feb 29, 2016		14,476 (13.31%)	14,465 (26.43%)	48,658 (15.60%)	00:03:03	3.36
Jan 1, 2015 - Feb 28, 2015		17,457 (14.60%)	17,437 (30.36%)	54,506 (17.22%)	00:02:55	3.12
% Change		-17.08%	-17.04%	-10.73%	4.81%	7.65%
4. Returning Visitor	No					
Jan 1, 2016 - Feb 29, 2016		12,527 (11.52%)	4,736 (8.65%)	40,829 (13.09%)	00:02:53	3.26
Jan 1, 2015 - Feb 28, 2015		13,491 (11.28%)	5,280 (9.19%)	41,279 (13.04%)	00:02:59	3.06
% Change		-7.15%	-10.30%	-1.09%	-3.51%	6.52%

Rows 1 - 4 of 4

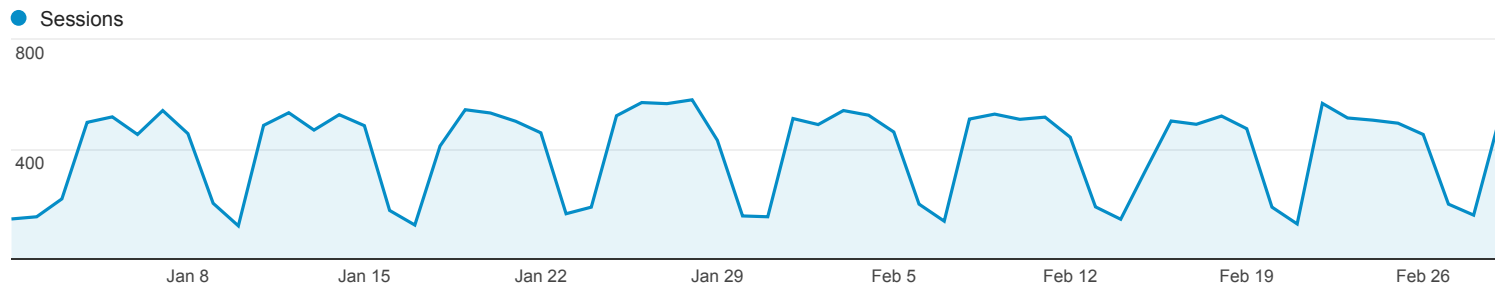
Jan 1, 2016 - Feb 29, 2016

New vs Returning

All Users
100.00% Sessions

Explorer

Summary



User Type	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	23,662 % of Total: 100.00% (23,662)	24.92% Avg for View: 24.92% (0.00%)	5,896 % of Total: 100.00% (5,896)	35.40% Avg for View: 35.40% (0.00%)	3.94 Avg for View: 3.94 (0.00%)	00:05:51 Avg for View: 00:05:51 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Returning Visitor	17,766 (75.08%)	0.00%	0 (0.00%)	34.75%	4.02	00:06:34	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. New Visitor	5,896 (24.92%)	100.00%	5,896(100.00%)	37.36%	3.71	00:03:42	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 2 of 2