

# County Connection

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

## ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, Sept. 13, 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
2. Agenda Approval
3. Approval of Minutes of July 12, 2016\*
4. Public Comment
5. Survey Results From Waysign Real Time Project and BART\*
6. Update on Electric Trolley Project(s)\*
7. ADA – Monthly Reports
  - a. ADA Certification and Recertification Report\*
  - b. LINK Monthly Operating Reports – June 2016\*
8. Fixed Route – Monthly Reports
  - a. Fixed Route Ridership Reports – June and July 2016\*
  - b. Driver Appreciation Winners – July 2016 – none/August 2016- Ossie Robinson
  - c. Website User Information – July and August 2016\*
  - d. Customer Service Report – July and August 2016

---

\*Enclosure

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

## 9. Committee Member Communications

## 10. Adjournment – Next Meeting – November 8, 2016

\*Attachment

### 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](http://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](mailto: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, Sept. 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, Oct. 5, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, November 8, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, Oct. 6, 8:30 a.m., 2477 Arnold Industrial Way, Concord
Operations & Scheduling:	Friday, Oct. 7, 8:00 a.m., 309 Diablo Rd., Danville

**The above meeting schedules are subject to change. Please check the Website ([www.countyconnection.com](http://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](http://www.countyconnection.com)) and at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

# *County Connection*

Advisory Committee

Summary Minutes

Meeting of July 12, 2016

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

Members present were: David Libbey and Jeff Koertzen. Call in members were Jeremy Weinstein and Cary Kennerly.

Staff present: Mary Burdick and Tim McGowan (LINK)

Guests: None

## **Approval of Agenda**

The agenda was approved as presented.

## **Approval of the Minutes of May 10, 2016**

The minutes were approved as presented. New member, Jeff Koertzen representing Concord was introduced.

## **Public Comment**

There was no public comment.

## **Real Time Signage Projects Update**

Mary Burdick report on two real time signage projects nearing completion. First, was the Waysign real time pilot project. Pole mounted solar powered monitors were installed at twenty heavily used bus stops in the service area. The five year pilot project is funded with State and Federal Transit Productivity Improvement (TPI) funds estimated at \$200,000.

Also funded from this source is the writing of code to translate our data feed code to one that is compatible with the 511 code which will allow County Connection real time arrivals to be displayed through the 511 real time channels, as well as on the real time displays MTC is installing at BART stations.

Mr. Koertzen asked if County Connection has an app for real time information, and Ms. Burdick replied that we have both the web based Bus Tracker program that can be saved as bookmark on mobile devices, and the free downloadable transit app produced by a 3<sup>rd</sup> party.

## **Update On The Electric Trolley Project**

Ms. Burdick reported that the first of four electric trolleys was nearly complete and expected to be returning from the Healdsburg facility where the trolley features are being applied. The vehicle will remain at Gillig during the building of the final three trolleys. Staff expects all four vehicles to be introduced to service in the fall. More information will be presented as the project gets closer to completion.

### **ADA Monthly Reports**

- A. ADA Certification and Recertification reports for May and June 2016 were reviewed with no comments.
  
- B. LINK monthly operating reports for June 2016 were reviewed. Tim McGowan noted that the driver turnover rate (line 30) was artificially high due to a formula error which has since been corrected.

### **Fixed-Route Staff Reports**

- A. Fixed-route Ridership Report – The monthly reports for April and May 2016 were reviewed. Ridership continues to be stable with slight increases both months.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 16% of potential users are paying fares with Clipper Cards.
- C. Driver Appreciation Winners – The June winner was Kevon Scott.
- D. County Connection Website User Information - Staff provided website user statistics for May and June 2016. Both page views and unique users declined slightly as other social media options grow.
- E. Customer Service Reports – Staff provided the number of rider complaints reported for May and June 2016, as well as the number of telephone calls coming to the Information Center.

### **Member Communication**

None.

### **Adjournment**

The meeting was adjourned at 2:55 PM.

The next meeting was scheduled for Tuesday, September 13, 2016

Minutes prepared by Mary Burdick on September 2, 2016.

To: Marketing, Planning, & Legislative Committee

Date: 8/24/2016

From: Anne Muzzini, Director of Planning and Marketing

---

### **SUBJECT: Waysine Real Time Pilot Project**

---

#### **Background:**

In February 2016 the Board of Directors approved a real time pilot project that involved installing real time, Waysine solar powered signs at twenty heavily used bus stops throughout the service area. The total cost for the 5-year project is \$146,000 and includes cell service, AVL updates, monitoring, repair and replacement for damage. Funding for this and the shelter replacements is being provided through several bus stop access improvement grants – both state and federal.

All twenty Waysine units were installed by early June, and a text survey (using textizen software) was developed to get feedback from passengers waiting at the bus stops. Survey instructions were posted at the twenty stops.

#### **Survey Results:**

We received 142 survey responses that originated from 17 of the 20 Waysine locations. Overall people liked the signs and felt the information was accurate. There were some issues with visibility - 50% of the respondents stated that visibility was adequate or needed improvement. Attached is a chart of the survey questions and responses.

#### **Action Required:**

This update is for review only. No action is requested at this time.

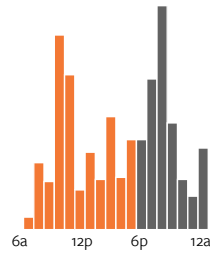


53 (notifications)

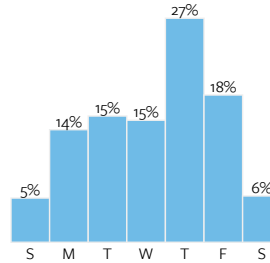
Waysign Pilot Program (/campaigns/400) > Waysign Real Time Feedback



Time of Day



Day of Week



Assigned phone  
**(925) 241-4431**

Start date  
**06/02/2016 at 04:24PM**

Language  
**English**

Status  
**Running**

Results public?  
**EDIT (/POLL/3520/EDIT)**

**DANGER** ▾

QUESTION 1

**What do you think of the real time information sign at this stop?**

Multiple Choice

A. It's great, I would like to see more of them	117	82%
B. It's really not that important to me	2	1%
C. I prefer to use my smart phone to get arrival information	5	4%
D. It would be more useful if some improvements could be made	18	13%

QUESTION 2

**Thanks for taking this survey, we have just 5 brief multiple choice question starting with this one. Please text us the stop ID shown on the instructions sign at the stop.** Open

1693	14	11%
1450	13	10%
1681	13	10%
543	11	9%
2198	9	7%
1075	8	6%
551	8	6%

QUESTION 3

**How would you rate the visibility of the sign?** Multiple Choice

A. It's clear and easy to read	61	51%
B. It's adequate but I wish it was better	44	37%
C. It's not good enough and needs to be improved	15	13%

QUESTION 4

#### How would you rate the accuracy of the real time arrival predictions?

Multiple Choice

A. It's accurate enough for me	85	72%
B. It's not accurate enough for me	14	12%
C. I am not sure	19	16%

QUESTION 5

#### Would these signs increase your chances of riding the bus more often?

Multiple Choice

A. Yes they would	55	47%
B. No but they would improve my experience	55	47%
C. No and they make no difference to me	6	5%

QUESTION 6

#### Do you use your phone to check bus arrival times?

Multiple Choice

A. Yes but I would use it much less with real time signs	48	42%
B. Yes and I will still continue to use it even with real time signs	29	26%
C. Yes but I rarely use it	13	12%
D. No I don't	23	20%

QUESTION 7

#### Thank you for taking our survey. If you would like to leave any additional feedback you have up to 160 character to do so now (text a message with your feedback).

Open

sign	16	33%
bus	14	29%
great	9	19%
please	7	15%
time	7	15%
signs	6	13%
see	6	13%

#### Most Recent Responses

**To:** Advisory Committee

**Date:** 09/02/2016

**From:** Mary Burdick

**Reviewed by:**

---

**SUBJECT: Electric Bus Project Update**

---

**Summary:**

In 2012 County Connection received an FTA Clean Fuels grant to purchase 4 electric trolleys and the charging infrastructure construction in Walnut Creek and our facility in Concord.

Putting all the partners together was a challenge, but the first bus was completed in July, and the final three are being built now. Power supply is being upgraded at the Concord facility, and plans are in place to begin work at Walnut Creek for the inductive charging station at the Rt. 4 bus bay at the BART station.

The FTA grant totaled \$4,320,000 and local the match of \$864,000 was funded with Prop 1B-Bridge Toll and TDA Capital funds.

**Service Launch:**

County Connection is planning an official service launch to take place on Saturday morning, November 5<sup>th</sup> with a ribbon cutting ceremony taking place outside the Leshner Theater in Walnut Creek. The time is yet to be determined, but Committee members will be included in the email invitation that will be sent in early to mid-October. Event details and speakers are still underway. More information will be sent via email as the details are finalized.



**ADA CERTIFICATION and RECERTIFICATION  
FY 2017**

MONTH	FY 2017				FY 2016				FY 2017				FY 2016			
	Certified		Denied		Certified		Denied		Certified		Denied		Recertified		Denied	
	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior
<b>JUL</b>	51	34	1	0	54	41	1	0	24	12	0	0	32	16	0	0
<b>AUG</b>	58	35	0	0	43	24	0	0	27	14	0	0	15	4	0	0
<b>SEPT</b>					56	36	0	0					26	13	0	0
<b>OCT</b>					45	27	0	0					26	15	0	0
<b>NOV</b>					49	30	0	0					35	24	0	0
<b>DEC</b>					39	22	0	0					25	19	0	0
<b>JAN</b>					45	21	0	0					29	16	0	0
<b>FEB</b>					51	34	0	0					25	14	0	0
<b>MAR</b>					43	24	0	0					27	15	0	0
<b>APR</b>					53	41	0	0					25	16	0	0
<b>MAY</b>					43	27	0	0					29	18	0	0
<b>JUN</b>					58	35	0	0					27	14	0	0
<b>TOTAL</b>	109	69	1	0	579	362	1	0	51	26	0	0	321	184	0	0

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

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

SUMMARY	JUNE FY 14/15	JUNE FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,829	12,418	147,495	144,873
2 TOTAL ATTENDANTS	785	640	8,501	8,160
3 TOTAL COMPANIONS	63	72	836	682
4 TOTAL PASSENGERS	13,677	13,130	156,832	153,715
5 TOTAL SERVICE DAYS	30	30	360	360
6 VEHICLE REVENUE HOURS	6,381	6,469	73,716	76,308
7 VEHICLE SERVICE HOURS	8,073	8,174	91,624	96,159
8 VEHICLE NON REV HOURS	1,691	1,705	17,908	19,691
9 VEHICLE SERVICE MILES	118,969	115,784	1,452,385	1,327,662
10 VEHICLE REVENUE MILES	97,574	93,806	1,204,823	1,089,545
11 VEHICLE NON REV MILES	21,395	21,978	247,562	238,117
12 PASS. PER REVENUE HOUR	2.14	2.03	2.13	2.01
13 CLIENT PER REVENUE HOUR	2.01	1.92	2.00	1.90
14 PASS. PER SERVICE HOUR	1.69	1.61	1.71	1.60
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.12
16 PASS. PER REVENUE MILE	0.14	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1,086	939	14,153	11,431
18 SAME DAY TRIPS	128	121	1,161	1,354
19 SUBSCRIPTION TRIPS	7,536	6,468	80,151	80,887
20 DEMAND	5,301	5,953	67,464	64,063
21 FAREBOX REVENUE	\$12,240.14	\$11,180.93	\$138,394.33	\$132,308.47
22 PREPAID CLIENTS	\$6,886.50	\$12,207.50	\$102,102.80	\$95,209.05
23 COLLECTED BILLING	\$49,216.00	\$28,002.00	\$280,462.00	\$321,354.00
24 TOTAL REVENUE COLLECTED	\$68,342.64	\$51,390.43	\$520,959.13	\$548,871.52
25 CHARGEABLE ACCIDENTS	3	1	12	6
26 SERVICE COMPLAINTS	1	0	25	9
27 SERVICE COMMENDATIONS	0	2	16	25
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	32	25
30 DRIVER TURNOVER	2%	3%	39%	23%
31 SCHEDULE ADHERENCE	81%	86%	84%	81%
32 WHEELCHAIR BOARDING'S	3,147	3,056	43,006	36,217
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,972	6,760	N/A	N/A
35 UNDUPLICATED CLIENTS	1,021	1,018	N/A	N/A
36 NO-SHOWS	65	90	1,232	988
37 CANCELS	1,499	1,326	21,605	18,878
38 AVG. TRIP LENGTH (MILES)	8.7	8.8	9.3	8.6
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	50	50	50	50
41 TOTAL FUEL/GALLONS	18,258	17,711	212,865	192,219
42 FLEET M.P.G.	6.5	6.5	6.8	6.9

Trapeze-Productivity  
Trip Hours Productivity

SERV/REV HOURS	LINK vs. BART HOURS	REFUEL
8225.80	6520.70	1579.10
8173.86	6468.76	1705.10
<b>LINK Invoicing Calculation</b>		
Serv. Hrs		8,173.86
Hourly rate		42.79
Total		349,759.47
Fixed Costs		81,637.00
<b>Grand Total</b>		<b>\$431,396.47</b>

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)

equals drivers divided headcount times 100

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

Late divided trips

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:** July 14, 2016

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for June 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>	<b>FY15-16</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	287,179		
Average Weekday	12,099	13,247	
Pass/Rev Hour	15.2	16	Standard Goal > 17.0
Missed Trips	0.07%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	46,638	39,086	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership was lower in June (12,099 passengers) than May (13,869 passengers) and slightly lower than June 2015 (12,249 passengers).

Passengers per hour in June was 15.2, which is lower than 16.5 in May and slightly lower than June 2015 when passengers per hour was 15.7.

The percentage of missed trips in June was 0.07%. Equal to the prior month (0.07%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 46,638 miles in June, higher than the prior month in which there were 40,299 miles between roadcalls. The 12 month average is 39,798 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 287,176 passengers in June, 189,162 passengers had the potential to use a Clipper card aboard County Connection since 90,014 either used an employee sponsored program or the midday free program. About 18.0% of the 189,162 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS  
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>June 2016 - Fixed Route Boardings</b>	287,176	Revenue Hours -	June 2016	18,954	Weekdays - Jun16	22	Fiscal 2016 YTD	3,689,110	
Special Event			June 2015	18,564	Jun15	22			
		Revenue Miles -	June 2016	209,030	Saturdays - Jun16	4	Fiscal 2015YTD	3,597,054	
			June 2015	205,371	Jun15	4			
					Sundays - Jun16	4			
					Jun15	4			
<b>June 2016 Total Boardings</b>	<b>287,176</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2016</b>	<b>30</b>	<b>YTD Trend</b>	<b>2.6%</b>	
<b>June 2015 Total Boardings</b>	<b>293,379</b>	<b>Passengers per Hour</b>		<b>15.2</b>	<b>2015</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(2.1%)</b>	

June 2016 Fixed Route Passenger Total							June 2016 Weekday Average	June 2016 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1 (1M)	Rossmoor / Shadelands	8,005	-	-	8,005	364	11.4	
2	Rudgear / Walnut Creek	301	-	-	301	14	3.5	
3	Martinez Community Shuttle	1,746	-	-	1,746	79	5.5	
4	Walnut Creek Downtown Shuttle	18,488	2,120	1,481	22,090	840	23.6	
5	Creekside / Walnut Creek	11,162	-	-	11,162	507	27.0	
6	Lafayette / Moraga / Orinda	7,552	319	352	8,223	343	10.1	
7	Shadelands / Pleasant Hill / Walnut Creek	8,042	-	-	8,042	366	17.2	
9	DVC / Walnut Creek	11,787	-	-	11,787	536	12.7	
10	Concord / Clayton Rd	23,908	-	-	23,908	1,087	22.7	
11	Treat Blvd / Oak Grove	6,602	-	-	6,602	300	15.4	
14	Monument Blvd	13,314	-	-	13,314	605	15.3	
15	Treat Boulevard	10,551	-	-	10,551	480	15.3	
16	Alhambra Ave / Monument Blvd	17,702	-	-	17,702	805	15.5	
17	Olivera/Solano / Salvio / North Concord	5,579	-	-	5,579	254	13.7	
18	Amtrak / Merello / Pleasant Hill	8,730	-	-	8,730	397	12.5	
19	Amtrak / Pacheco Blvd / Concord	3,620	-	-	3,620	165	11.9	
20	DVC / Concord	21,994	-	-	21,994	1,000	20.2	
21	Walnut Creek / San Ramon Transit Center	12,706	-	-	12,706	578	11.5	
25	Lafayette / Walnut Creek	1,198	-	-	1,198	54	5.5	
28	North Concord / Martinez	6,185	-	-	6,185	281	9.1	
35	Dougherty Valley	12,306	-	-	12,306	559	16.7	
36	San Ramon / Dublin	5,579	-	-	5,579	254	9.1	
91X	Concord Commuter Express	1,319	-	-	1,319	60	11.4	
92X	Ace Shuttle Express	4,845	-	-	4,845	220	20.0	
93X	Kirker Pass Express	4,091	-	-	4,091	186	12.5	
95X	San Ramon / Danville Express	3,613	-	-	3,613	164	16.5	
96X	Bishop Ranch Express	12,869	-	-	12,869	585	16.5	
97X	Bishop Ranch Express	2,474	-	-	2,474	112	11.8	
98X	Martinez Express	8,467	-	-	8,467	385	14.5	
260 *	Cal State East Bay / Concord Bart	121	-	-	121	9	1.0	
301	Rossmoor / John Muir Medical Center	-	293	303	596	-	8.2	
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,081	1,622	3,703	-	27.1	
311	Concord / Oak Grove / Treat Blvd / WC	-	931	691	1,622	-	13.2	
314	Clayton Rd / Monument Blvd / PH	-	2,570	2,018	4,588	-	20.5	
315	Concord / Willow Pass / Landana	-	216	185	400	-	7.9	
316	Alhambra / Merello / Pleasant Hill	-	1,401	1,124	2,525	-	15.4	
320	DVC / Concord	-	938	636	1,574	-	15.0	
321	San Ramon / Walnut Creek	-	971	760	1,731	-	10.3	
Alamo Creek *	Alamo Creek / BART Walnut Creek	514	-	-	514	23	2.9	
600's	Select Service	10,796	-	-	10,796	491	24.7	
<b>TOTALS</b>		<b>266,164</b>	<b>11,839</b>	<b>9,173</b>	<b>287,176</b>	<b>12,098</b>	<b>15.2</b>	

\* Data from Link    \*\* Seasonal Route

### Agenda Item 7.a

**TO:** O&S Committee

**DATE:** August 18, 2016

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for July 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>	<b>FY16-17</b>		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	257,659		
Average Weekday	11,571	11,571	
Pass/Rev Hour	14.8	14.8	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	31,314	38,081	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership was lower in July (11,571 passengers) than June (12,099 passengers) and slightly lower than July 2015 (11,899 passengers).

Passengers per hour in July was 14.8, which is lower than 15.2 in June and lower than July 2015 when passengers per hour was 15.7.

The percentage of missed trips in July was 0.08%, slightly higher than the prior month (0.07%). The YTD average is 0.08% missed trips.

The number of miles between roadcalls was 31,314 miles in July, lower than the prior month in which there were 46,638 miles between roadcalls. The 12 month average is 38,081 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 257,659 passengers in July, 166,677 passengers had the potential to use a Clipper card aboard County Connection since 90,983 either used an employee sponsored program or the route specific free and midday free programs. About 18.9% of the 166,677 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	
<b>July 2016 - Fixed Route Boardings</b>	257,282	Revenue Hours -	July 2016	17,337	Weekdays - July16	20	Fiscal 2017 YTD	257,659	
			July 2015	18,130	July15	22			
Special Event <i>BART Bus Bridge</i>	345	Revenue Miles -	July 2016	190,004	Saturdays - July16	5	Fiscal 2016 YTD	284,891	
<i>Concord Naval Station Trng</i>	32		July 2015	201,232	July15	4			
					Sundays - July16	5			
					July15	4			
<b>July 2016 Total Boardings</b>	<b>257,659</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2016</b>	<b>30</b>	<b>YTD Trend</b>	<b>(9.6%)</b>	
<b>July 2015 Total Boardings</b>	<b>284,891</b>	<b>Passengers per Hour</b>		<b>14.9</b>	<b>2015</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(9.6%)</b>	

July 2016 Fixed Route Passenger Total						July 2016	July 2016
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (LM)	Rossmoor / Shadelands	7,384			7,384	369	11.6
2	Rudgear / Walnut Creek	292			292	15	3.8
3	Martinez Community Shuttle	1,604			1,604	80	5.5
4	Walnut Creek Downtown Shuttle	17,625	2,473	2,137	22,234	881	24.7
5	Creekside / Walnut Creek	10,173			10,173	509	27.0
6	Lafayette / Moraga / Orinda	6,382	447	331	7,161	319	9.4
7	Shadelands / Pleasant Hill / Walnut Creek	6,318			6,318	316	14.5
9	DVC / Walnut Creek	10,794			10,794	540	12.8
10	Concord / Clayton Rd	21,375			21,375	1,069	22.3
11	Treat Blvd / Oak Grove	5,647			5,647	282	14.5
14	Monument Blvd	11,809			11,809	590	14.9
15	Treat Boulevard	10,379			10,379	519	16.5
16	Alhambra Ave / Monument Blvd	15,215			15,215	761	14.7
17	Olivera/Solano / Salvio / North Concord	5,157			5,157	258	13.9
18	Amtrak / Merello / Pleasant Hill	8,070			8,070	403	12.6
19	Amtrak / Pacheco Blvd / Concord	3,045			3,045	152	11.0
20	DVC / Concord	21,208			21,208	1,060	21.5
21	Walnut Creek / San Ramon Transit Center	10,878			10,878	544	10.8
25	Lafayette / Walnut Creek	1,249			1,249	62	6.3
28	North Concord / Martinez	5,908			5,908	295	9.6
35	Dougherty Valley	10,467			10,467	523	15.7
36	San Ramon / Dublin	4,547			4,547	227	8.1
91X	Concord Commuter Express	1,174			1,174	59	11.2
92X	Ace Shuttle Express	4,459			4,459	223	19.9
93X	Kirker Pass Express	3,788			3,788	189	12.7
95X	San Ramon / Danville Express	3,477			3,477	174	17.3
96X	Bishop Ranch Express	11,465			11,465	573	16.4
97X	Bishop Ranch Express	2,031			2,031	102	10.3
98X	Martinez Express	7,835			7,835	392	14.7
260 *	Cal State East Bay / Concord Bart	119			119	8	0.9
301	Rossmoor / John Muir Medical Center		387	292	679		7.5
310	Concord Bart / Clayton Rd / Kirker Pass		2,286	2,091	4,377		25.6
311	Concord / Oak Grove / Treat Blvd / WC		1,221	893	2,113		13.6
314	Clayton Rd / Monument Blvd / PH		3,060	2,332	5,392		19.4
315	Concord / Willow Pass / Landana		426	281	707		11.2
316	Alhambra / Merello / Pleasant Hill		1,870	1,366	3,237		15.8
320	DVC / Concord		990	784	1,774		13.7
321	San Ramon / Walnut Creek		1,234	970	2,205		10.5
Alamo Creek *	Alamo Creek / BART Walnut Creek	437			437	22	2.7
600's	Select Service	1,101			1,101	55	38.0
<b>TOTALS</b>		<b>231,411</b>	<b>14,394</b>	<b>11,477</b>	<b>257,282</b>	<b>11,571</b>	<b>14.8</b>

\* Data from LINK Operators      \*\* Seasonal Routes

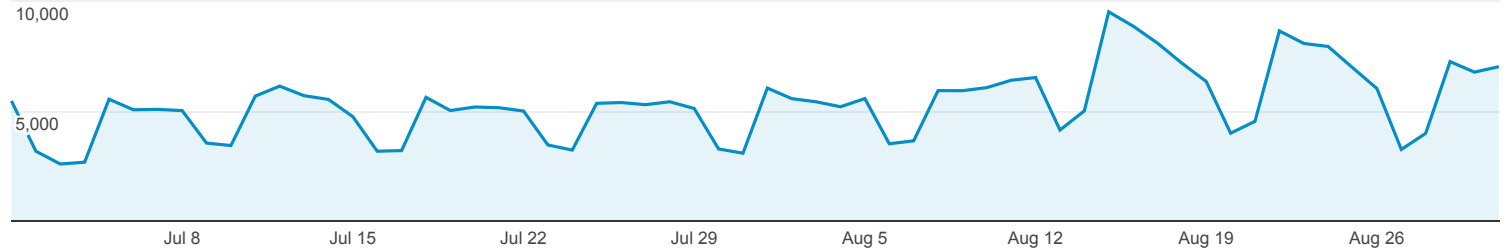
Jul 1, 2016 - Aug 31, 2016

# Pages

All Users  
100.00% Pageviews

## Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	329,793 % of Total: 100.00% (329,793)	240,547 % of Total: 100.00% (240,547)	00:01:32 Avg for View: 00:01:32 (0.00%)	113,738 % of Total: 100.00% (113,738)	40.58% Avg for View: 40.58% (0.00%)	34.49% Avg for View: 34.49% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	<b>56,065</b> (17.00%)	38,466 (15.99%)	00:01:05	34,127 (30.00%)	18.44%	25.02%	\$0.00 (0.00%)
2. /mobile-schedules/	<b>43,272</b> (13.12%)	26,047 (10.83%)	00:00:34	8,509 (7.48%)	15.64%	10.74%	\$0.00 (0.00%)
3. /maps-schedules/	<b>42,382</b> (12.85%)	27,761 (11.54%)	00:00:59	23,747 (20.88%)	21.55%	21.70%	\$0.00 (0.00%)
4. /schedule/98X/	<b>8,137</b> (2.47%)	6,870 (2.86%)	00:03:13	4,399 (3.87%)	81.98%	64.00%	\$0.00 (0.00%)
5. /maps-schedules/route-6/	<b>7,420</b> (2.25%)	5,976 (2.48%)	00:03:42	3,903 (3.43%)	81.67%	68.19%	\$0.00 (0.00%)
6. /fares/	<b>7,271</b> (2.20%)	5,970 (2.48%)	00:02:00	1,776 (1.56%)	54.94%	37.20%	\$0.00 (0.00%)
7. /maps-schedules/route-10/	<b>6,557</b> (1.99%)	5,304 (2.20%)	00:03:26	2,051 (1.80%)	75.77%	57.68%	\$0.00 (0.00%)
8. /schedule/20/	<b>6,465</b> (1.96%)	5,418 (2.25%)	00:03:08	1,706 (1.50%)	80.80%	59.01%	\$0.00 (0.00%)
9. /schedule/16/	<b>6,437</b> (1.95%)	5,138 (2.14%)	00:02:49	1,217 (1.07%)	74.96%	48.30%	\$0.00 (0.00%)
10. /schedule/9/	<b>6,399</b> (1.94%)	5,058 (2.10%)	00:03:13	1,282 (1.13%)	69.50%	48.46%	\$0.00 (0.00%)
11. /schedule/18/	<b>5,957</b> (1.81%)	4,735 (1.97%)	00:02:21	1,166 (1.03%)	78.22%	46.30%	\$0.00 (0.00%)
12. /schedule/14/	<b>5,442</b> (1.65%)	4,371 (1.82%)	00:02:48	1,264 (1.11%)	73.26%	48.82%	\$0.00 (0.00%)
13. /schedule/15/	<b>5,319</b> (1.61%)	4,255 (1.77%)	00:03:29	1,135 (1.00%)	76.41%	52.12%	\$0.00 (0.00%)
14. /schedule/21/	<b>4,918</b> (1.49%)	4,048 (1.68%)	00:02:53	961 (0.84%)	76.82%	54.11%	\$0.00 (0.00%)
15. /schedule/35/	<b>4,710</b> (1.43%)	3,690 (1.53%)	00:03:25	1,070 (0.94%)	82.09%	57.77%	\$0.00 (0.00%)
16. /maps-schedules/600-select-service/	<b>4,697</b> (1.42%)	1,772 (0.74%)	00:01:24	260 (0.23%)	36.50%	20.06%	\$0.00 (0.00%)
17. /schedule/5/	<b>4,544</b> (1.38%)	3,923 (1.63%)	00:03:49	1,639 (1.44%)	82.32%	68.79%	\$0.00 (0.00%)
18. /maps-schedules/route-96x/	<b>4,440</b> (1.35%)	3,530 (1.47%)	00:03:05	1,715 (1.51%)	70.80%	53.74%	\$0.00 (0.00%)



19.	<a href="#">/schedule/11/</a>	<b>4,390</b> (1.33%)	3,475 (1.44%)	00:02:10	770 (0.68%)	76.23%	40.98%	\$0.00 (0.00%)
20.	<a href="#">/schedule/4/</a>	<b>3,657</b> (1.11%)	3,066 (1.27%)	00:03:36	1,348 (1.19%)	75.67%	64.32%	\$0.00 (0.00%)
21.	<a href="#">/schedule/28/</a>	<b>3,454</b> (1.05%)	2,780 (1.16%)	00:03:06	726 (0.64%)	77.82%	50.03%	\$0.00 (0.00%)
22.	<a href="#">/how-to-ride/</a>	<b>3,390</b> (1.03%)	2,506 (1.04%)	00:00:38	169 (0.15%)	21.89%	10.29%	\$0.00 (0.00%)
23.	<a href="#">/driver-login/?force=desktop</a>	<b>3,253</b> (0.99%)	2,126 (0.88%)	00:03:26	1,392 (1.22%)	38.93%	56.62%	\$0.00 (0.00%)
24.	<a href="#">/schedule/95X/</a>	<b>3,045</b> (0.92%)	2,410 (1.00%)	00:02:11	941 (0.83%)	62.98%	42.56%	\$0.00 (0.00%)
25.	<a href="#">/schedule/314/</a>	<b>2,917</b> (0.88%)	2,418 (1.01%)	00:03:21	712 (0.63%)	75.70%	57.39%	\$0.00 (0.00%)
26.	<a href="#">/schedule/316/</a>	<b>2,802</b> (0.85%)	2,245 (0.93%)	00:02:58	417 (0.37%)	77.22%	49.68%	\$0.00 (0.00%)
27.	<a href="#">/schedule/17/</a>	<b>2,545</b> (0.77%)	2,088 (0.87%)	00:02:45	599 (0.53%)	82.47%	53.08%	\$0.00 (0.00%)
28.	<a href="#">/schedule/7/</a>	<b>2,471</b> (0.75%)	1,986 (0.83%)	00:02:40	527 (0.46%)	78.52%	52.41%	\$0.00 (0.00%)
29.	<a href="#">/schedule/19/</a>	<b>2,351</b> (0.71%)	1,846 (0.77%)	00:02:00	240 (0.21%)	70.54%	33.09%	\$0.00 (0.00%)
30.	<a href="#">/schedule/1/</a>	<b>2,341</b> (0.71%)	1,781 (0.74%)	00:02:29	472 (0.41%)	50.85%	39.09%	\$0.00 (0.00%)
31.	<a href="#">/?force=desktop</a>	<b>2,101</b> (0.64%)	1,495 (0.62%)	00:00:33	156 (0.14%)	50.00%	13.99%	\$0.00 (0.00%)
32.	<a href="#">/schedule/36/</a>	<b>2,049</b> (0.62%)	1,602 (0.67%)	00:02:25	254 (0.22%)	78.82%	40.36%	\$0.00 (0.00%)
33.	<a href="#">/schedule/310/</a>	<b>2,036</b> (0.62%)	1,699 (0.71%)	00:03:47	471 (0.41%)	77.49%	59.97%	\$0.00 (0.00%)
34.	<a href="#">/schedule/93X/</a>	<b>1,998</b> (0.61%)	1,565 (0.65%)	00:03:07	758 (0.67%)	72.69%	50.30%	\$0.00 (0.00%)
35.	<a href="#">/schedule/321/</a>	<b>1,928</b> (0.58%)	1,660 (0.69%)	00:02:52	422 (0.37%)	80.57%	58.87%	\$0.00 (0.00%)
36.	<a href="#">/schedule/311/</a>	<b>1,785</b> (0.54%)	1,454 (0.60%)	00:02:37	295 (0.26%)	75.93%	44.65%	\$0.00 (0.00%)
37.	<a href="#">/schedule/320/</a>	<b>1,782</b> (0.54%)	1,433 (0.60%)	00:02:24	281 (0.25%)	67.97%	43.43%	\$0.00 (0.00%)
38.	<a href="#">/schedule/97X/</a>	<b>1,751</b> (0.53%)	1,404 (0.58%)	00:02:14	705 (0.62%)	66.52%	49.11%	\$0.00 (0.00%)
39.	<a href="#">/fares/where-to-buy/</a>	<b>1,529</b> (0.46%)	1,248 (0.52%)	00:01:50	416 (0.37%)	57.45%	42.71%	\$0.00 (0.00%)
40.	<a href="#">/link/</a>	<b>1,461</b> (0.44%)	1,139 (0.47%)	00:01:09	691 (0.61%)	52.53%	38.06%	\$0.00 (0.00%)
41.	<a href="#">/about/</a>	<b>1,318</b> (0.40%)	1,023 (0.43%)	00:00:42	100 (0.09%)	34.00%	18.74%	\$0.00 (0.00%)
42.	<a href="#">/maps-schedules/route-92x/</a>	<b>1,259</b> (0.38%)	954 (0.40%)	00:01:46	275 (0.24%)	56.36%	32.80%	\$0.00 (0.00%)
43.	<a href="#">/fares/clipper-card/</a>	<b>1,128</b> (0.34%)	946 (0.39%)	00:02:39	292 (0.26%)	64.29%	43.26%	\$0.00 (0.00%)
44.	<a href="#">/how-to-ride/paying-your-fare/</a>	<b>1,125</b> (0.34%)	928 (0.39%)	00:01:47	103 (0.09%)	58.25%	26.40%	\$0.00 (0.00%)
45.	<a href="#">/maps-schedules/route-96x/?route=96X</a>	<b>953</b> (0.29%)	771 (0.32%)	00:03:08	617 (0.54%)	68.45%	64.01%	\$0.00 (0.00%)
46.	<a href="#">/schedule/1M/</a>	<b>947</b> (0.29%)	788 (0.33%)	00:01:22	115 (0.10%)	71.30%	28.83%	\$0.00 (0.00%)
47.	<a href="#">/about/jobs/</a>	<b>923</b> (0.28%)	569 (0.24%)	00:02:04	267 (0.23%)	38.20%	51.35%	\$0.00 (0.00%)
48.	<a href="#">/public-meetings/</a>	<b>875</b> (0.27%)	655 (0.27%)	00:00:31	32 (0.03%)	51.61%	11.89%	\$0.00 (0.00%)
49.	<a href="#">/fares/online-purchase/</a>	<b>862</b> (0.26%)	641 (0.27%)	00:00:17	10 (0.01%)	50.00%	43.27%	\$0.00 (0.00%)
50.	<a href="#">/schedule/91X/</a>	<b>818</b> (0.25%)	659 (0.27%)	00:01:58	120 (0.11%)	61.67%	28.73%	\$0.00 (0.00%)

© 2016 Google

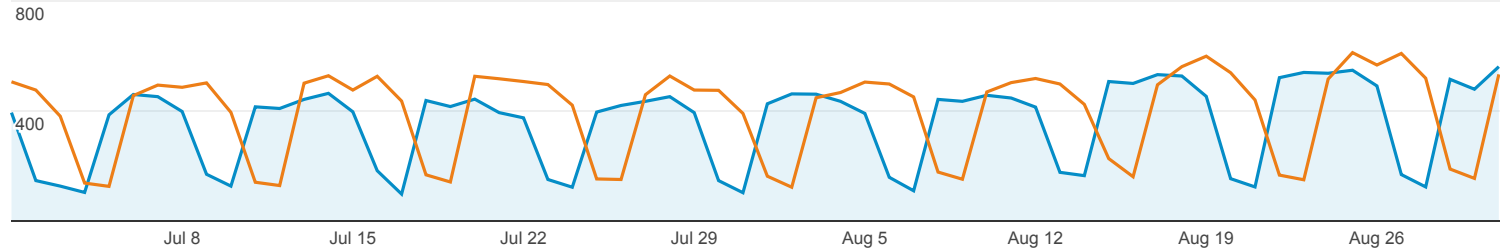
Jul 1, 2016 - Aug 31, 2016  
Compare to: Jul 1, 2015 - Aug 31, 2015

All Users  
+0.00% Sessions

Explorer

Summary

Jul 1, 2016 - Aug 31, 2016: ● Sessions  
Jul 1, 2015 - Aug 31, 2015: ● 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
	9.88% ↓ 22,061 vs 24,480	14.90% ↑ 25.83% vs 22.48%	3.54% ↑ 5,698 vs 5,503	0.26% ↓ 37.55% vs 37.45%	9.88% ↓ 3.51 vs 3.90	3.75% ↓ 00:05:38 vs 00:05:51	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00
1. Returning Visitor									
Jul 1, 2016 - Aug 31, 2016	<b>16,363</b> (74.17%)	0.00%	0 (0.00%)	38.21%	3.47	00:06:14	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015	<b>18,977</b> (77.52%)	0.00%	0 (0.00%)	37.66%	3.97	00:06:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
<b>% Change</b>	<b>-13.77%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1.48%</b>	<b>-12.44%</b>	<b>-4.13%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
2. New Visitor									
Jul 1, 2016 - Aug 31, 2016	<b>5,698</b> (25.83%)	100.00%	5,698 (100.00%)	35.63%	3.63	00:03:54	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015	<b>5,503</b> (22.48%)	100.00%	5,503 (100.00%)	36.73%	3.66	00:03:36	0.00%	0 (0.00%)	\$0.00 (0.00%)
<b>% Change</b>	<b>3.54%</b>	<b>0.00%</b>	<b>3.54%</b>	<b>-2.99%</b>	<b>-0.92%</b>	<b>8.26%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>

Rows 1 - 2 of 2

Jul 1, 2016 - Aug 31, 2016  
Compare to: Jul 1, 2015 - Aug 31, 2015

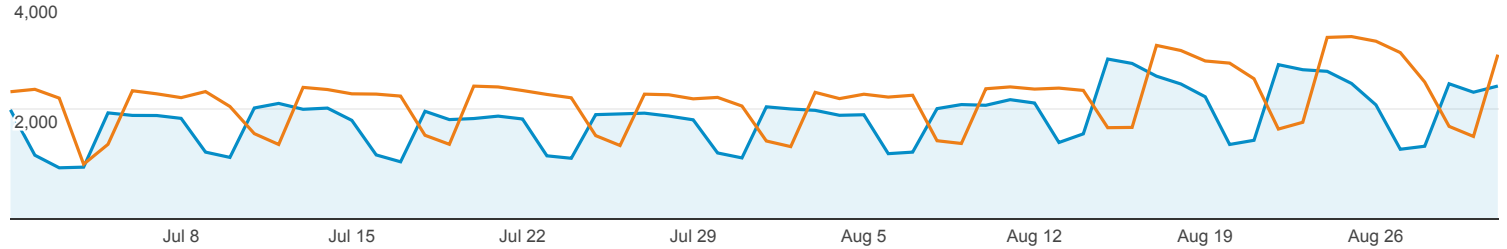
# New vs Returning

All Users  
+0.00% Sessions

Explorer

Summary

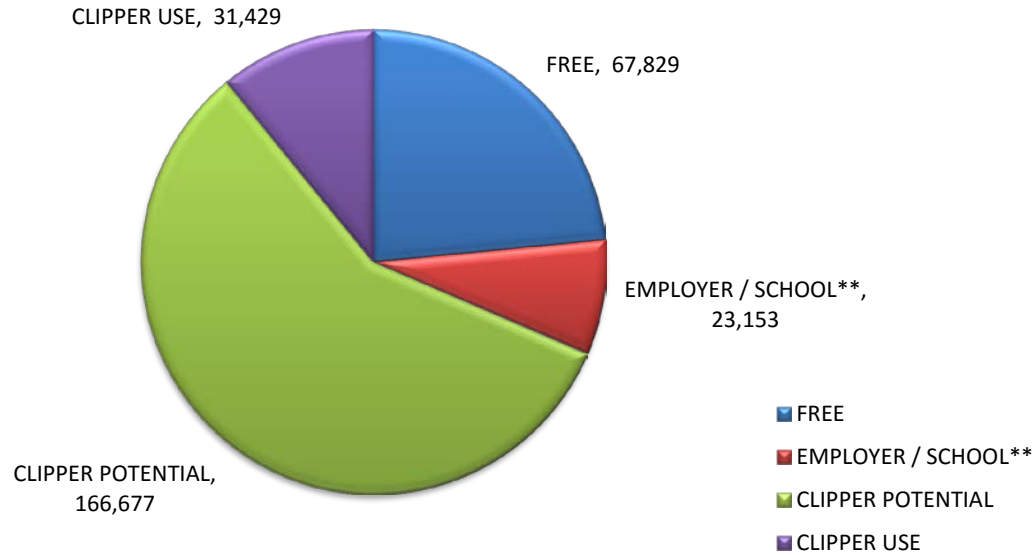
Jul 1, 2016 - Aug 31, 2016: ● Sessions  
Jul 1, 2015 - Aug 31, 2015: ● Sessions



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
		15.17% <span style="color:red">▼</span> 113,809 vs 134,157	4.11% <span style="color:green">▲</span> 36.87% vs 35.42%	11.68% <span style="color:red">▼</span> 41,965 vs 47,513	14.33% <span style="color:green">▲</span> 40.58% vs 47.37%	4.73% <span style="color:green">▲</span> 2.90 vs 2.77	3.44% <span style="color:red">▼</span> 00:02:55 vs 00:03:01	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% vs \$0.00
1. Returning Visitor	Yes									
Jul 1, 2016 - Aug 31, 2016		59,066 (51.90%)	0.00%	0 (0.00%)	44.47%	2.67	00:02:51	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015		71,648 (53.41%)	0.00%	0 (0.00%)	50.97%	2.54	00:03:04	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change		-17.56%	0.00%	0.00%	-12.75%	4.86%	-7.10%	0.00%	0.00%	0.00%
2. New Visitor	Yes									
Jul 1, 2016 - Aug 31, 2016		26,578 (23.35%)	100.00%	26,578 (63.33%)	42.25%	2.76	00:02:32	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015		27,677 (20.63%)	100.00%	27,677 (58.25%)	50.39%	2.65	00:02:35	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change		-3.97%	0.00%	-3.97%	-16.17%	4.33%	-1.87%	0.00%	0.00%	0.00%
3. New Visitor	No									
Jul 1, 2016 - Aug 31, 2016		15,387 (13.52%)	100.00%	15,387 (36.67%)	34.07%	3.54	00:03:21	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015		19,836 (14.79%)	100.00%	19,836 (41.75%)	40.93%	3.38	00:03:15	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change		-22.43%	0.00%	-22.43%	-16.74%	4.72%	3.21%	0.00%	0.00%	0.00%
4. Returning Visitor	No									
Jul 1, 2016 - Aug 31, 2016		12,778 (11.23%)	0.00%	0 (0.00%)	26.97%	3.48	00:03:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
Jul 1, 2015 - Aug 31, 2015		14,996 (11.18%)	0.00%	0 (0.00%)	33.13%	3.25	00:03:20	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change		-14.79%	0.00%	0.00%	-18.60%	7.05%	5.69%	0.00%	0.00%	0.00%



## FY 16-17 YTD Clipper Trend



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-16	257,659	67,829	23,153	166,677	31,429	18.9%
Aug-16	-	-	-	-	-	-
Sep-16	-	-	-	-	-	-
Oct-16	-	-	-	-	-	-
Nov-16	-	-	-	-	-	-
Dec-16	-	-	-	-	-	-
Jan-17	-	-	-	-	-	-
Feb-17	-	-	-	-	-	-
Mar-17	-	-	-	-	-	-
Apr-17	-	-	-	-	-	-
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
<b>Grand Total</b>	<b>257,659</b>	<b>67,829</b>	<b>23,153</b>	<b>166,677</b>	<b>31,429</b>	<b>18.9%</b>

\*Clipper implemented 11/01/2015

\*\* *Revise in Summer months to exclude SYP*

<b>FREE</b>	Free / Mid-Day Free
<b>EMPLOYER / SCHOOL</b>	92X-Ace Train / Bishop Ranch / Chevron, Galaxy, Airport, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - <b>SYP</b> & CSEB (Rte 260)