

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, January 10, 2017
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 Sept. 13, 2016*
4. Public Comment
5. Bus Stop Improvement Activity*
6. State Legislative Update*
7. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – Sept. and Oct.*
 - c. LINK Account Receivables*
8. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – Sept. and Oct. 2016*
 - b. Clipper Use Trend*
 - c. Driver Appreciation Winners – July 2016 – none/August 2016- Ossie Robinson
 - d. Website User Information – Nov. and Dec. 2016*
 - e. Customer Service Report – Nov. and Dec. 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 – March 14, 2017

*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.

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, January 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, February 1, 8:00 a.m., 3338 Mt. Diablo Blvd, Lafayette
Advisory Committee:	Tuesday, January 10, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, February 2, 10:00 a.m., 1676 N. California Blvd. #620, Walnut Creek
Operations & Scheduling:	Friday, February 3, 8:00 a.m., 309 Diablo Rd., Danville

The above meeting schedules are subject to change. Please check the Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection’s Website (www.countyconnection.com) and at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California

County Connection

Advisory Committee

Summary Minutes

Meeting of September 13, 2016

The meeting was called to order at 2:08 PM.

Members present were: David Loyd, Jeff Koertzen, Randy Pedersoli, Hayden Padgett, 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 July 12, 2016

The minutes were approved as presented.

Public Comment

There was no public comment.

Survey Results From Waysign Real Time Project

In June 2016 twenty Waysign real time units were installed at high volume bus stops in our service area as part of a pilot project. The funding for this project was secured through bus stop access improvement grants. Once the signs had been established for about four weeks, instructions were posted at each stop inviting users to participate in a text survey.

There were 142 survey responses that originated from 17 of 20 locations. Response was positive. People liked the signs and felt the information was accurate. There were comments about visibility needing improvement. While 47% responded that the signs would not encourage them to ride the service more often, having information at the stop level would improve their riding experience.

Update On The Electric Trolley Project

Ms. Burdick provide a brief background on the history of this project, and confirmed the official launch date of November 5th for the ribbon cutting ceremony to take place at the Leshner Center For The Arts in Walnut Creek. Two vehicles should be approved for service by this date. Drivers and mechanics will need to undergo training. Once complete the buses will begin rotating in and out of service.

Staff noted that County Connection recently received an FTA No-Lo grant that will enable us to purchase four more electric buses and one additional charging station.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for July and August 2016 were reviewed with no comments.
- B. LINK monthly operating reports for June 2016 were reviewed. The report included year end comparisons for fiscal years 2015 and 2016.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for June and July 2016 were reviewed. Ridership was slightly lower both months when compared to the same month the previous year.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 18% of potential users are paying fares with Clipper Cards.
- C. Driver Appreciation Winners – July – none/August-Ossie Robinson.
- D. County Connection Website User Information - Staff provided website user statistics for July and August 2016. Both page views and unique users declined slightly as other social media, and transit application options grow.
- E. Customer Service Reports – Staff provided the number of rider complaints reported for July and August 2016, as well as the number of telephone calls coming to the Information Center. There were 68 complaints that resulted in documentation. In this time period the information center answered 10,061 phone calls.

Member Communication

None.

Adjournment

The meeting was adjourned at 3:10 PM.

The meeting originally planned for Tuesday, Nov. 8 was rescheduled for Tuesday, Nov. 1 due to the Nov. 8 election. (This meeting was subsequently cancelled).

Minutes prepared by Mary Burdick on October 21, 2016.

To: Advisory Committee

Date: December 20, 2016

From: Mary Burdick

Reviewed by:

SUBJECT: Bus Stop Improvement Plan – Walnut Creek

Summary of Issues:

In 2015 County Connection conducted a study of existing bus stops, benches and shelters as part of the Access and Improvement Plan. In coordination with local jurisdictions County Connection planning staff and their engineering consultant (Diablo Engineering) have worked together to perform site visits, recommend improvements, and provide cost estimates for each location.

Over the past 2 years County Connection has worked with the Cities of Martinez, Concord and Pleasant in making improvements to stops that include improving curb cuts, widening passenger loading areas, and replacing old shelters with new solar lit shelters.

The City of Walnut Creek and County Connection have applied for a grant through the Contra Costa Transportation Authority's Transportation for Livable Communities (TLC) program to improve up to twenty five stops.

Financial Implications:

The project is estimated to cost \$1,022,000. The TLC funding request is for \$852,000. County Connection will contribute \$100,000 in STP funds distributed by MTC for their Transit Performance Improvement program, and the City of Walnut Creek will contribute \$70,000.

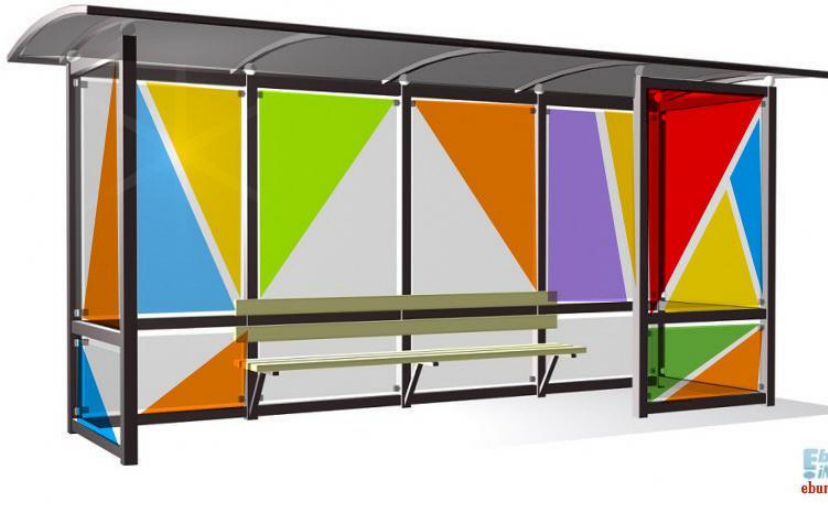
Attachments:

- 1) Summary Sheets for each location
- 2) Example designs for shelters considered as part of the City's art program.

Attachment B

Example Bus Shelter Designs

TLC Grant—Walnut Creek Bus Stop Access and Safety Improvements





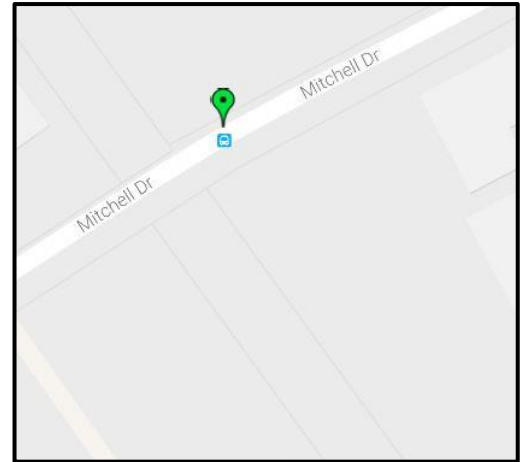
Attachment E

Summary Sheets *including cost estimates*

TLC Grant—Walnut Creek Bus Stop Access and Safety Improvements

- A. Mitchell Dr. & Park and Ride (WB)
- B. Newell Ave. & Kaiser Medical Center (EB)
- C. Mitchell Dr. & Park and Ride (EB)
- D. Montego & Tampico (WB)
- E. S. California Blvd., between Mt. Diablo Blvd. and Olympic Dr. (SB)
- F. S. Main St. & Kaiser Medical Center (SB)
- G. S. California Blvd. & Botelho Dr. (NB)
- H. N. California Blvd. & Trinity Ave. (SB)
- I. N. California Blvd. & Mt. Diablo Blvd. (NB)
- J. John Muir Medical Center (NB)
- K. N. Civic Dr. & Parkside Dr. (NB)
- L. Montego & Tampico (EB)
- M. N. California Blvd. & Lacassie Ave. (SB)
- N. Main St. & Civic Dr. (NB)
- O. Oak Grove Rd. & Peach Willow Ln. (WB)
- P. Oak Grove Rd. & Shadelands Dr. (SB)
- Q. Lennon Ln. & N. Wiget Ln. (SB)
- R. S. California Blvd. & Newell Ave. (NB)
- S. Creekside Dr. & Creekside Oaks (NB)
- T. Treat Blvd. & Candelero Dr. (WB)
- U. S. Main St. & Creekside Dr. (NB)
- V. Ygnacio Valley Rd. & Bancroft Rd. (WB)
- Shelter Removals (throughout)
- Benches & Receptacles (throughout)
- Creekside Drive Improvements (Creekside Drive)

A Mitchell Drive & Park and Ride (WB)



- Routes served: #92X and 93X
- Within the Shadelands Business Park; located near a Park & Ride lot
- Total Annual Boarding: 8,727 (2015)

Existing Conditions

- A covered shelter currently exists on site. In addition there is a bench with three seats, signage pole and a concrete pad. No trash/recycling facilities. The stop/shelter is located within the Shadelands Business Park.



Proposed Improvements

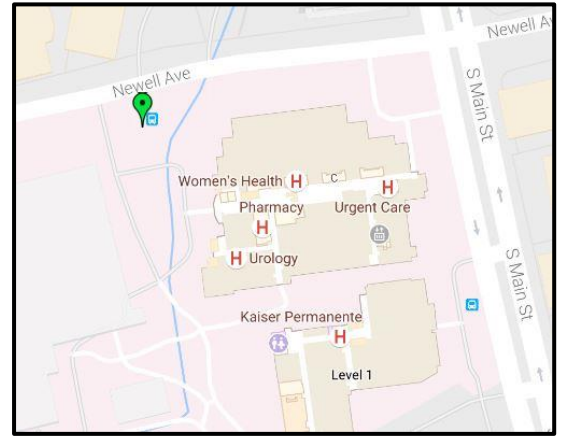
- Install new bus shelter at the same location; remove existing shelter.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove existing shelter	1	\$1,000	\$1,000
<i>SUBTOTAL</i>			<i>\$23,500</i>
Contingency		15%	\$3,525
<i>TOTAL BUDGET</i>			<i>\$27,025</i>

B Newell Avenue & Kaiser Medical Center (EB)

- Routes served: #5 and #21
- Directly adjacent to a regional medical hospital—Kaiser
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 4,877 (2015)



Existing Conditions

- The existing stop is directly adjacent to a regional hospital (Kaiser Medical Center—Walnut Creek). The stop currently has a covered shelter with a permanent bench, a trash bin, cigarette receptacle, and a street light relatively nearby. The site has a great and wide sidewalk and pad.



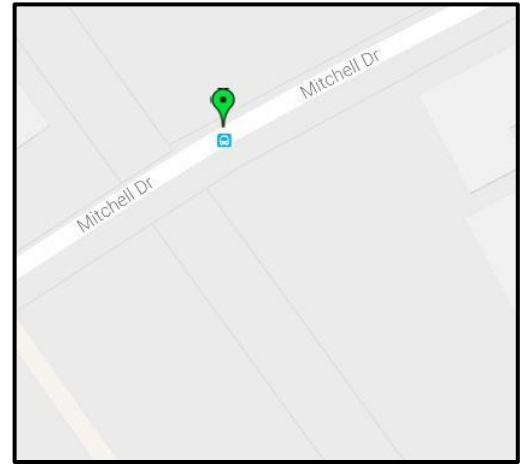
Proposed Improvements

- New bus shelter with public art at existing site.
- Remove existing shelter.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$1,000	\$1,000
<i>SUBTOTAL</i>			<i>\$23,500</i>
Contingency		15%	\$3,525
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$42,025</i>

C Mitchell Drive and Park & Ride (EB)



- Routes served: #1, #7, #92X, #93X
- Shadelands Business Park; Adjacent to a Park & Ride Lot
- Total Annual Boarding: 5,264 (2015)

Existing Conditions

- The site currently has a covered shelter with a permanent wooden bench, and signage. No trash or recycling bins available. Site conditions include, no existing concrete pad at the back of the existing shelter, an elevation difference between the front of the shelter and the rear.



Proposed Improvements

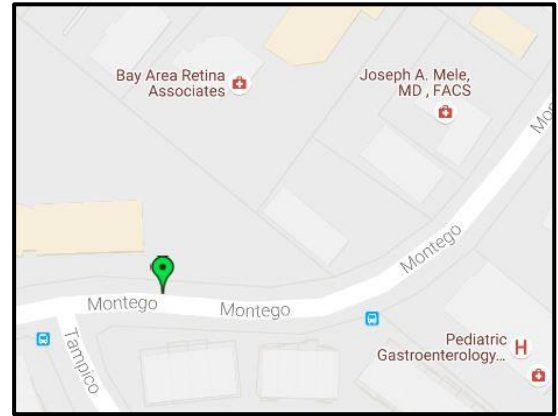
- Install a new bus shelter at existing site; remove existing shelter.
- ADA improvements, including construct a new pad and sidewalk extending out to the nearby crosswalk.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$1,000	\$1,000
Remove existing pavement & Construct Sidewalk/Pad	200 square feet	\$22 (per square foot)	\$4,400
<i>SUBTOTAL</i>			<i>\$27,900</i>
Contingency		15%	\$4,185
<i>TOTAL BUDGET</i>			<i>\$32,085</i>

D Montego & Tampico (WB)

- Routes served: #1
- Adjacent to a Senior Living-Care Facility and within walking distance of a regional hospital (John Muir Medical Center)
- Total Annual Boarding: 4,580 (2015)



Existing Conditions

- The existing site, located in front of a private Senior Living Care Facility, has a shelter with a permanent metal bench. Signage sits atop the shelter. No trash or recycling bins nearby. A street light is relatively near the existing shelter.



Proposed Improvements

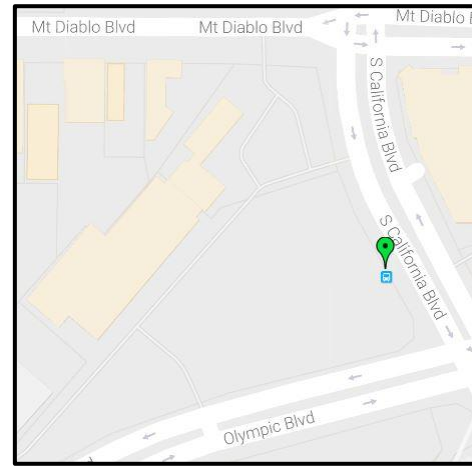
- Install new bus shelter at existing site; remove existing shelter.
- ADA improvements, including constructing additional sidewalk and pad
- Construct retaining curb to ease access
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$2,000	\$2,000
Construct Sidewalk/Pad	100 square feet	\$22 (per square foot)	\$2,200
Construct Retaining Curb	52 linear feet	\$50 (per linear foot)	\$2,600
<i>SUBTOTAL</i>			<i>\$29,300</i>
Contingency		15%	\$4,395
<i>TOTAL BUDGET</i>			<i>\$33,695</i>

E So. California Blvd., between Mt. Diablo & Olympic Blvd. (SB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 4,170 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent metal bench and a signage pole directly adjacent to the shelter. No existing trash or recycling bins, nor is there a nearby street light or lighting in general. Shelter is located under an existing tree and adjacent to a large retailer's parking lot (CVS Pharmacy).



Proposed Improvements

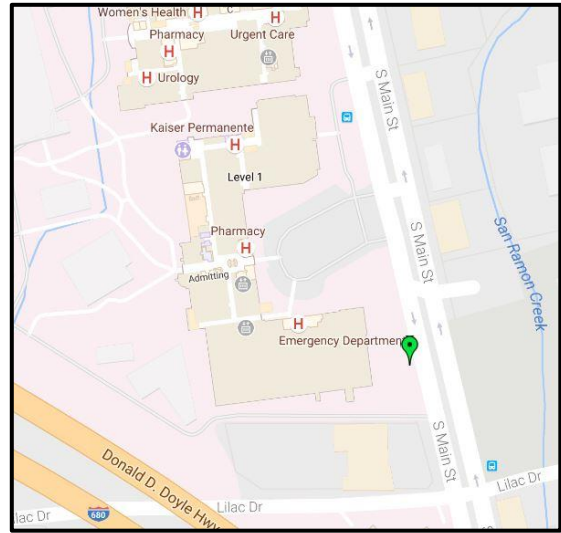
- Install new bus shelter, with public art. Remove existing shelter.
- ADA Improvements, including the construction of a bus shelter pad.
- Install wheel stops for parking stalls directly adjacent to new shelter to avoid future damage to shelter
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$1,000	\$1,000
Construct Bus Shelter Pad	50 square feet	\$22 (per square foot)	\$1,100
Wheel Stops	2	\$250	\$500
<i>SUBTOTAL</i>			<i>\$25,100</i>
Contingency		15%	\$3,765
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$43,865</i>

F So. Main St. & Kaiser Medical Center (SB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Directly adjacent to a regional hospital (Kaiser Medical)
- Total Annual Boarding: 2,543 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent wooden bench, signage atop the structure, two street light poles nearby, trash and cigarette receptacles, and a newspaper vending box. In addition, the site has a bus bulb-in.



Proposed Improvements

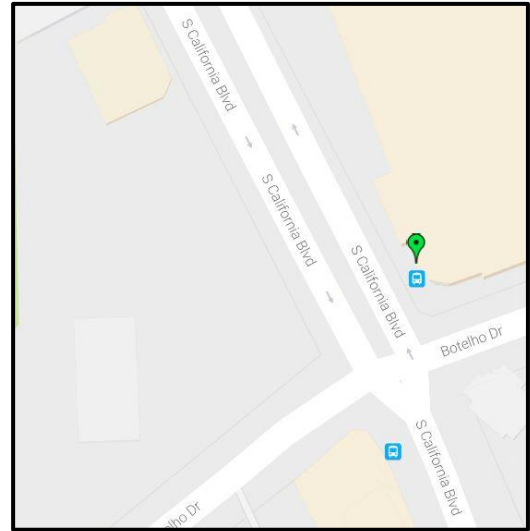
- Install new bus shelter, with public art, at the same location.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

G So. California Blvd. & Botelho Dr. (NB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 2,667 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent metal bench, signage atop the structure, a trash receptacle, and two landscape planer bins nearby. However, no street light poles nearby.



Proposed Improvements

- Install new bus shelter, with public art, at the same location.
- Technology features*

Cost Estimate

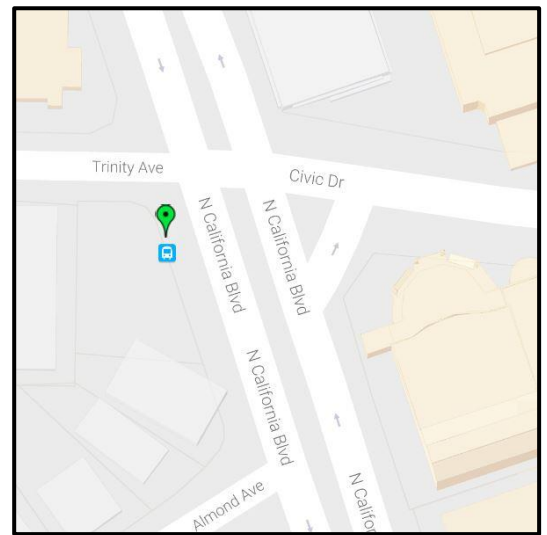
Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>



N. California Blvd. & Trinity Ave.

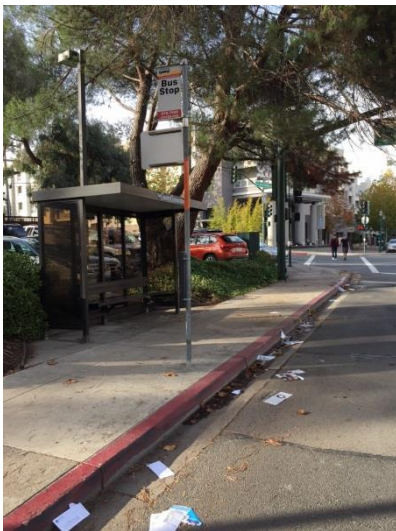
(SB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 2,466 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent metal bench, with signage on a nearby pole. The site is completely under a large tree canopy. No trash or recycling receptacles onsite, nor are street lights present. This site is across the street from the City's Leshner Center for the Arts and the Bedford Gallery.



Proposed Improvements

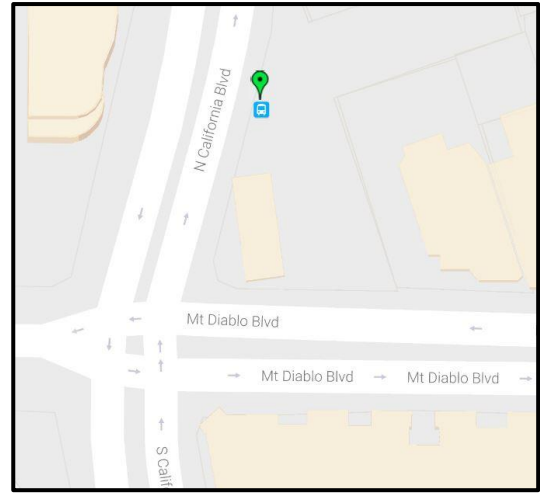
- Install new bus shelter, with public art at the same location.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

I N. California Blvd. & Mt. Diablo Blvd. (NB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 1,639 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent metal bench and signage on top and on the shelter structure. No trash or recycling receptacles onsite, nor are street lights present. Additionally, a tree canopy covers half the structure. This site is adjacent to a gas station (Chevron).



Proposed Improvements

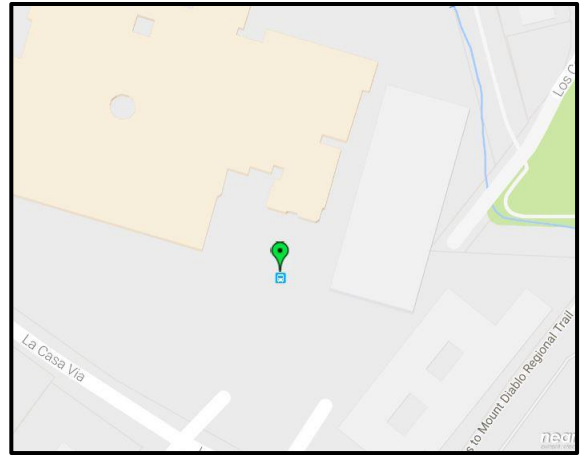
- Install new bus shelter, with public art at the same location.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

J John Muir Medical Center (NB)

- Routes served: #1, #1M, and #93X
- Directly adjacent/in front of the John Muir Medical Center (Regional Hospital)
- Total Annual Boarding: 1,836 (2015)



Existing Conditions

- The site has an existing bus shelter with a wooden bench, and visible signage on top of the structure. A trash receptacle is nearby, and lighting is provided by a light pole. The existing site is close to the main entrance of medical center (John Muir Medical Center).



Proposed Improvements

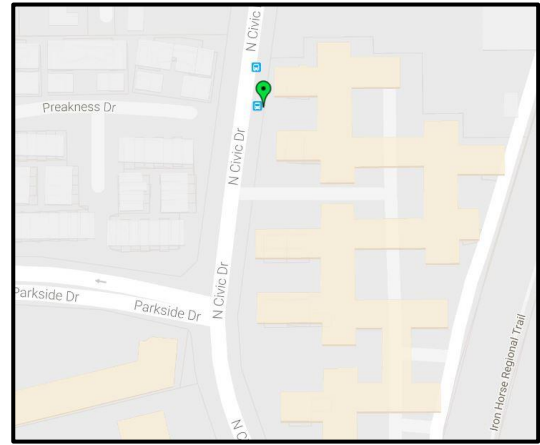
- Install new bus shelter at the same location.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			\$22,500
Contingency		15%	\$3,375
<i>TOTAL BUDGET</i>			<i>\$25,875</i>

K N. Civic Dr. & Parkside Dr. (NB)

- Routes served: #15 and #331
- Just north of the City's Core Downtown Area and Priority Development Area
- Total Annual Boarding: 1,135 (2015)



Existing Conditions

- The existing site has a covered shelter with a permanent metal bench and signage on top. No trash or recycling receptacles onsite, nor are street lights present. Additionally, several large tree canopies cover the structure and site. This site is adjacent to a multifamily residential development.



Proposed Improvements

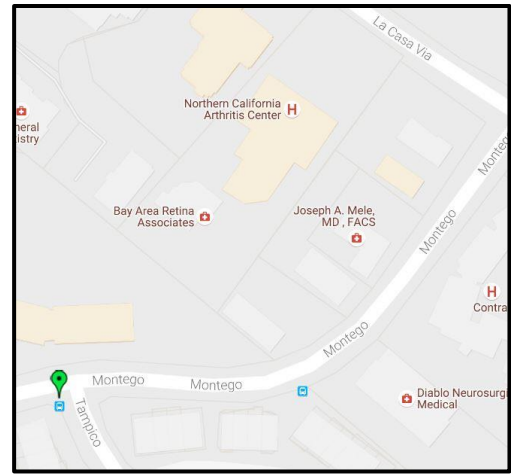
- Install new bus shelter, with public art at the same location.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

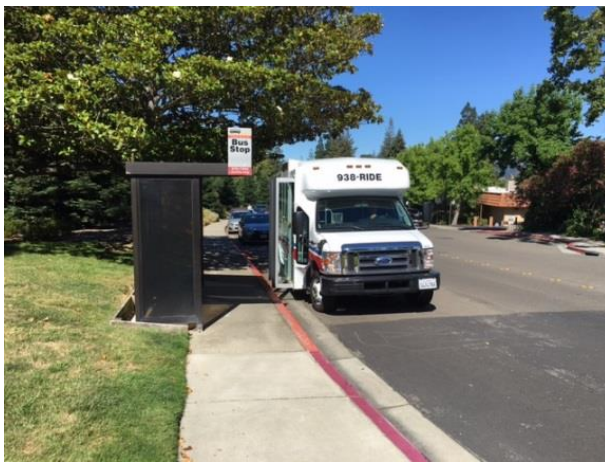
L Montego & Tampico (EB)

- Routes served: #1, #1M, and #301
- Across the street from a Senior Living-Care Facility and within walking distance of a regional hospital (John Muir Medical Center)
- Total Annual Boarding: 493 (2015)



Existing Conditions

- The existing site, located across the street from a private Senior Living Care Facility, has a shelter with a permanent metal bench. Signage sits atop the shelter. No trash or recycling bins nearby, nor is there a street light.



Proposed Improvements

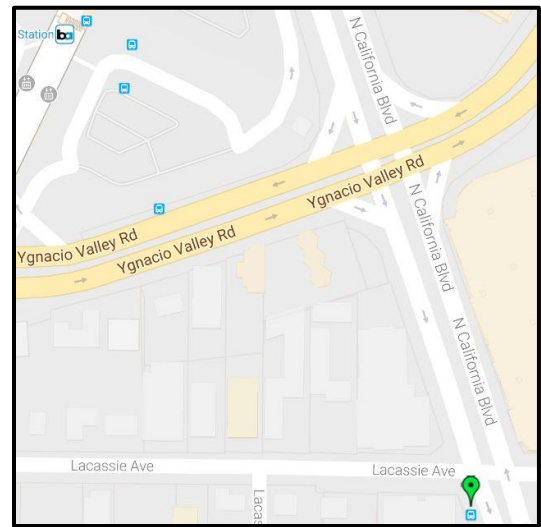
- Install new bus shelter at existing site; remove existing shelter.
- ADA improvements, including constructing additional sidewalk and pad
- Construct retaining curb to ease access
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$2,000	\$2,000
Construct Sidewalk/Pad	100 square feet	\$22 (per square foot)	\$2,200
Construct Retaining Curb	52 linear feet	\$50 (per linear foot)	\$2,600
<i>SUBTOTAL</i>			<i>\$29,300</i>
Contingency		15%	\$4,395
<i>TOTAL BUDGET</i>			<i>\$33,695</i>

M N. California Blvd. & Lacassie Ave. (SB)

- Routes served: #1, #4, #5 and #21
- In Core Downtown Area and Priority Development Area
- One block south of the Walnut Creek BART Station
- Total Annual Boarding: 24,042 (2015)



Existing Conditions

- The existing site is located one block south of the Walnut Creek BART Station. The current site does not have a covered shelter, only a wooden stationary bench. Signage is on a nearby pole; however no street lights are located nearby. Additionally, no trash or recycling receptacles are onsite.



Proposed Improvements

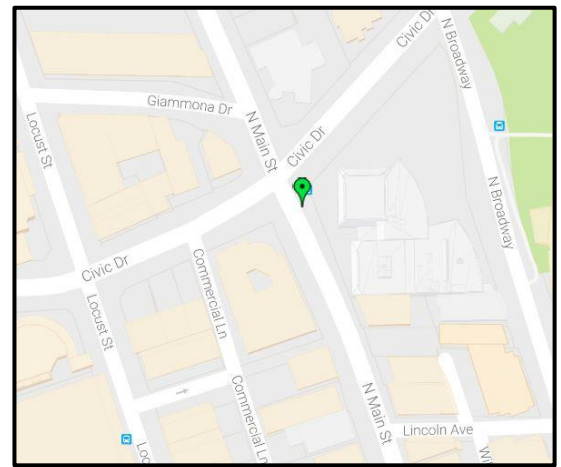
- Install new bus shelter, with public art at the same location.
- Remove and reconstruct sidewalk to provide additional accessibility features.
- Relocate USPS and UPS boxes to provide additional access.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove and construct sidewalk	0	\$22	\$0
Relocate USPS and UPS boxes	1	\$500	\$500
<i>SUBTOTAL</i>			<i>\$23,000</i>
Contingency		15%	<i>\$3,450</i>
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$41,450</i>

N Main St. & Civic Dr. (NB)

- Routes served: #4
- In Core Downtown Area and Priority Development Area
- Total Annual Boarding: 9,655 (2015)



Existing Conditions

- The existing stop is directly in front of the main entrance to City Hall. It currently has a permanent bench, two bins (trash & recycle), signage, and a street light adjacent to the bench. There is no existing shelter from the natural elements.



Proposed Improvements

- Install new bus shelter, with public art
- Technology features*

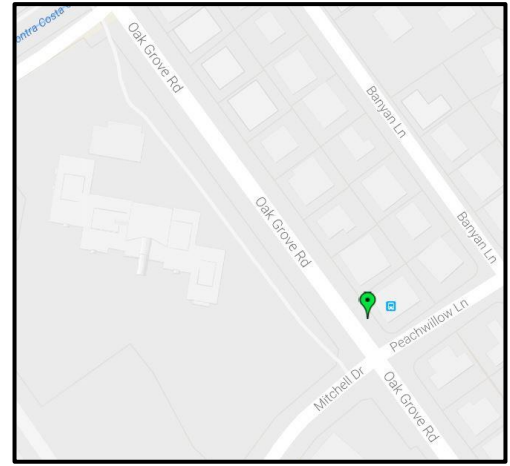
Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

0 Oak Grove Rd. & Peach Willow Ln.

(WB)

- Route served: #7
- Adjacent to a regional job center (Shadelands Business Park)
- Within walking distance of a shopping center
- Total Annual Boarding: 4,499 (2015)



Existing Conditions

- The site currently does not have a covered shelter or a bench—only a pole with signage exists to indicate the bus stop. No lighting nor a trash or recycling bins are on site.



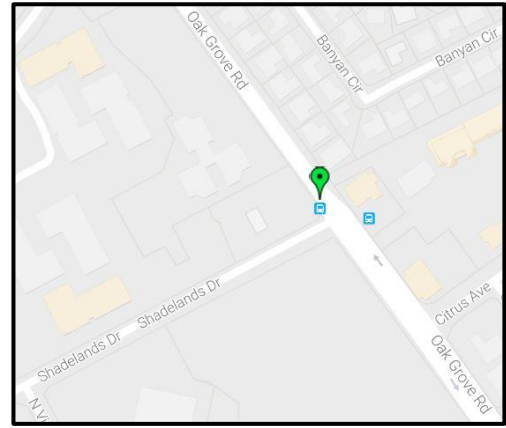
Proposed Improvements

- Install a new bus shelter at existing site
- ADA improvements, such as a new bus shelter pad, retaining curb, and curb ramps.
- Relocate bus stop signage to increase visibility
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Construct bus shelter pad	80 square feet	\$22 (per square foot)	\$1,760
Construct retaining curb	70 linear feet	\$80 (per linear foot)	\$3,500
Relocate bus stop sign	1	\$200	\$200
Construct curb ramps	3	\$4,000	\$12,000
<i>SUBTOTAL</i>			<i>\$39,960</i>
Contingency		15%	\$5,994
<i>TOTAL BUDGET</i>			<i>\$45,954</i>

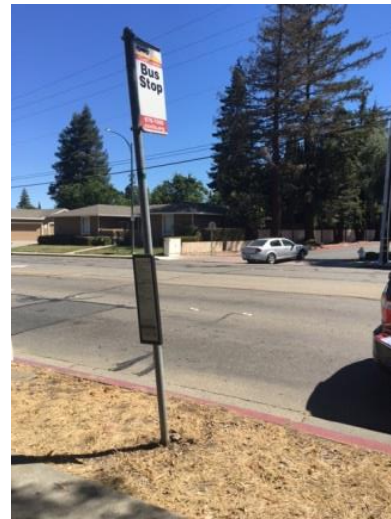
P Oak Grove Rd. & Shadelands Dr. (SB)



- Routes served: #1, #7, and #93X
- Adjacent to a regional job center (Shadelands Business Park)
- Across the street from regional shopping centers (Citrus Center; The Orchards and Encina Grande Shopping Centers)
- Total Annual Boarding: 4,357 (2015)

Existing Conditions

- The site currently does not have a covered shelter or a bench—only a pole with signage exists to indicate the bus stop. No lighting nor a trash or recycling bins are on site. A tree canopy is located nearby, providing some coverage from the natural elements.



Proposed Improvements

- Install a new bus shelter at existing site
- ADA improvements, such as a new bus shelter pad and curb ramps
- Technology features*

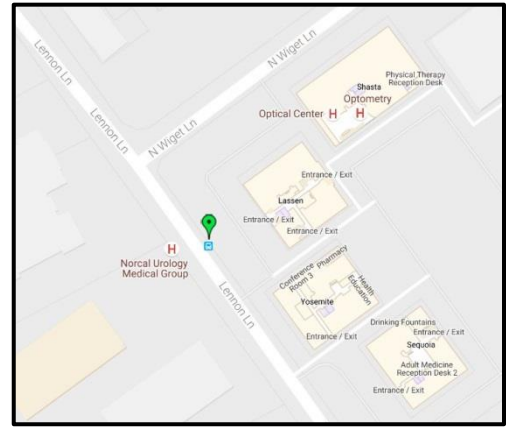
Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Construct bus shelter pad	120 square feet	\$22 (per square foot)	\$2,640
Construct curb ramps	1	\$4,000	\$4,000
<i>SUBTOTAL</i>			<i>\$29,140</i>
Contingency		15%	\$4,371
<i>TOTAL BUDGET</i>			<i>\$33,511</i>



Lennon Ln & N. Wiget Ln. (SB)

- Routes served: #1 and #7
- Within a regional job center (Shadelands Business Park)
- Within walking distance from regional shopping centers (The Orchards and Encina Grande Shopping Centers)
- Total Annual Boarding: 3,278 (2015)



Existing Conditions

- A moderately sized covered bus shelter with a large metal bench exists onsite. Signage rests at the top of the shelter, however, no lighting or trash and recycling bins are nearby. A tree canopy is located nearby, providing some coverage from the natural elements, during the afternoons.



Proposed Improvements

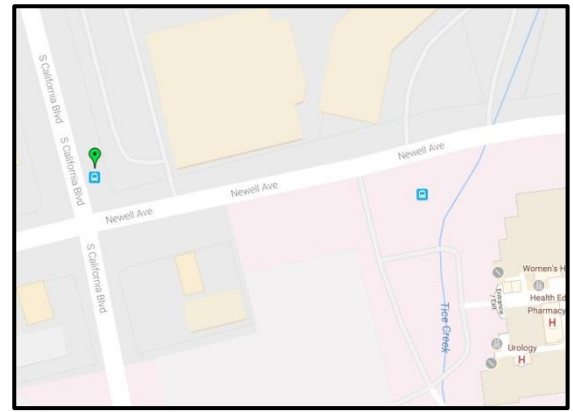
- Install a new bus shelter at existing site; remove existing shelter.
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove Existing Shelter	1	\$1,000	\$1,000
<i>SUBTOTAL</i>			<i>\$23,500</i>
Contingency		15%	\$3,525
<i>TOTAL BUDGET</i>			<i>\$27,025</i>

R S. California Blvd. & Newell Ave. (NB)

- Routes served: #5 and #21
- In Core Downtown Area and Priority Development Area
- Across the street from a regional hospital (Kaiser Medical Center), and adjacent to a grocery store (Trader Joe's)
- Total Annual Boarding: 3,680 (2015)



Existing Conditions

- The existing site has a bench with a tree canopy providing some shade in the afternoon. Signage is on a nearby pole. No covered shelter, no trash or recycling receptacles, nor are street lights present onsite.



Proposed Improvements

- Install new bus shelter, with public art at the same location.
- Technology features*

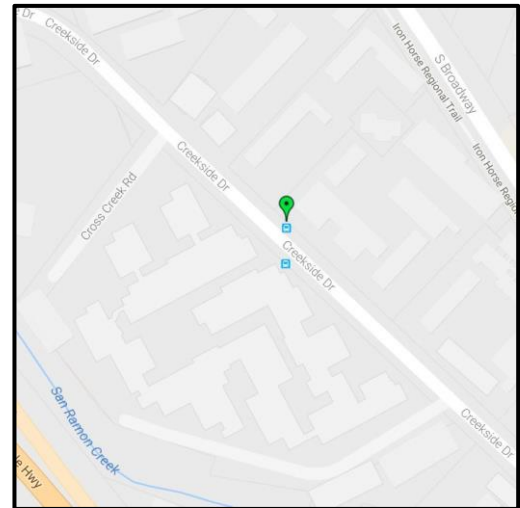
Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
<i>SUBTOTAL</i>			<i>\$22,500</i>
Contingency		15%	\$3,375
Public Art	1	\$15,000	\$15,000
<i>TOTAL BUDGET</i>			<i>\$40,875</i>

S Creekside Dr. & Creekside Oaks

(NB)

- Route served: #5
- Near core area; within Priority Development Area
- Adjacent to a concentration of multifamily complexes
- Total Annual Boarding: 13,767 (2015)



Existing Conditions

- The existing site has a bench with signage provided on a nearby pole. No covered shelter or trash and recycling receptacles are present onsite. Two newspaper vending boxes are located nearby, as well as a PG&E utility pole. An accessible pad is also located about 15 feet north of the existing bench.



Proposed Improvements

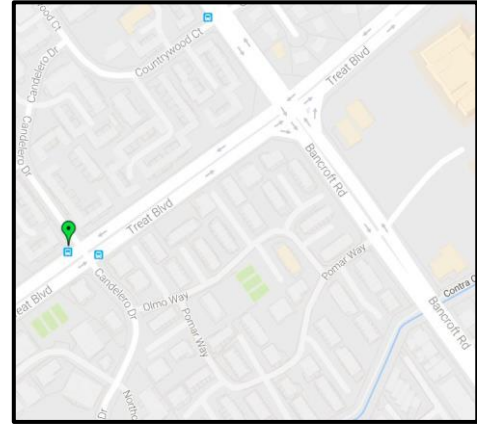
- Install new bus shelter at the same location.
- ADA and accessibility features, such as bus bulb out (heading south), and a high visibility crosswalk.
- Improve signage to increase visibility
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Remove and construct sidewalk/bulb-out	1,350 square feet	\$22 (per square foot)	\$29,700
Signage	1	\$500	\$500
High Visibility Crosswalk	1	\$1,000	\$1,000
<i>SUBTOTAL</i>			<i>\$53,700</i>
Contingency		15%	\$8,055
<i>TOTAL BUDGET</i>			<i>\$61,755</i>

T Treat Blvd. & Candelerio Dr. (WB)

- Routes served: #7, #11, #14, and #15
- Within walking distance of the Pleasant Hill BART station and a shopping center
- Total Annual Boarding: 2,518 (2015)



Existing Conditions

- The existing site has a bench with signage provided on a nearby pole. No covered shelter or trash and recycling receptacles are present onsite. The site is directly adjacent to a six-lane 'Route of Regional Significance' (Treat Blvd) with passing vehicles traveling at speeds of over 30 miles per hour.



Proposed Improvements

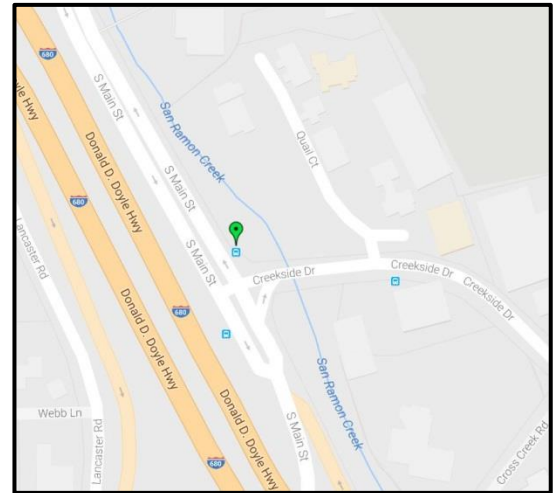
- Install a new bus shelter at existing site
- Accessibility improvements include new bus shelter pad
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Construct Bus Shelter Pad	64	\$22 (per square foot)	\$1,408
<i>SUBTOTAL</i>			<i>\$23,908</i>
Contingency		15%	\$3,586.20
<i>TOTAL BUDGET</i>			<i>\$27,494</i>

U S. Main St. & Creekside Dr. (NB)

- Routes served: #5 and #21
- Near core area; within Priority Development Area
- Within walking distance of Las Lomas High School
- Total Annual Boarding: 1,868 (2015)



Existing Conditions

- The existing site has a wooden bench with signage provided on a nearby pole. No covered shelter or trash and recycling receptacles are present onsite.



Proposed Improvements

- Install new bus shelter at the same location.
- Accessibility feature includes the construction of a bus shelter pad
- Technology features*

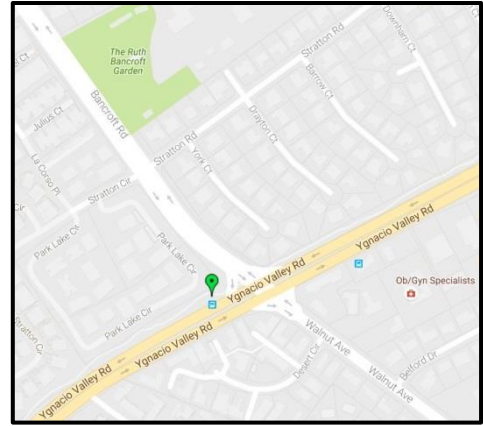
Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Construct Bus Shelter Pad	80 square feet	\$22 (per square foot)	\$1,760
<i>SUBTOTAL</i>			<i>\$24,260</i>
Contingency		15%	\$3,639
<i>TOTAL BUDGET</i>			<i>\$27,899</i>



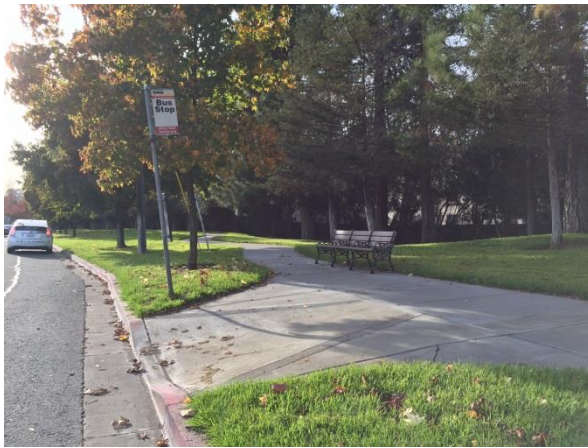
Ygnacio Valley Road & Bancroft Rd. (WB)

- Routes served: #1, #92X, and #93X
- Total Annual Boarding: 2,229 (2015)



Existing Conditions

- The existing site has a bench with signage provided on a nearby pole. No covered shelter or trash and recycling receptacles are present onsite. A nearby tree provides some shade. The site is directly adjacent to a six-lane 'Route of Regional Significance' (Ygnacio Valley Road) with passing vehicles traveling at speeds of over 40 miles per hour.



Proposed Improvements

- Install a new bus shelter at existing site
- Accessibility improvements including the reconstruction of the bus shelter pad & sidewalk, as well as the construction of a retaining curb and curb & gutter
- Technology features*

Cost Estimate

Description	Quantity	Unit Cost	Cost
Bus Shelter	1	\$12,000	\$12,000
Install Bus Shelter	1	\$5,000	\$5,000
Permit Fees	1	\$1,000	\$1,000
Technology Features	1	\$4,000	\$4,000
Shelter Installation Management	10 hours	\$50	\$500
Reconstruct Bus Shelter Pad/Sidewalk	432 square feet	\$22 (per square foot)	\$9,504
Construct Retaining Curb & Curb and Gutter	50 linear feet	\$50 (per linear foot)	\$2,500
SUBTOTAL			\$34,504
Contingency		15%	\$5,175.60
TOTAL BUDGET			\$39,680

TLC Grant Application: Bus Stop Access & Safety Improvements—*Shelter Removals*

The following bus stop locations have been identified for a shelter removal only, either because of low ridership, no longer service provided at the location, or it is non-accessible and non-compliant in terms of ADA. The bus stops are located throughout Walnut Creek/CCCTA's service area, and are shown on the map corresponding with this grant application.

Existing Conditions

- Bus shelter exists on site—made out of either aluminum or cement & steel.

Proposed Improvements

- Remove bus shelter.

Cost Estimate

	Description	Type	Quantity	Unit Cost	Cost
01	S. Main St. & Newell Ave.	Aluminum	1	\$1,000	\$1,000
02	S. Broadway & Mt. Diablo Blvd.	Aluminum	1	\$1,000	\$1,000
03	Mt. Diablo Blvd. & Mt. Pisgah Rd.	Aluminum	1	\$1,000	\$1,000
04	Heather Dr. & N. Carlos Dr.	Aluminum	1	\$1,000	\$1,000
05	Newell Ave. & S. Broadway	Cement/Steel	1	\$1,650	\$1,650
06	Walnut Ave. & Desert Cir.	Aluminum	1	\$1,000	\$1,000
07	Marchbanks Dr. & Kinross Dr.	Aluminum	1	\$1,000	\$1,000
08	Marchbanks Dr. & Players Ct.	Aluminum	1	\$1,000	\$1,000
09	Mitchell Dr. & N. Wiget Ln.	Aluminum	1	\$1,000	\$1,000
10	Mitchell Dr. & Oak Grove Rd.	Aluminum	1	\$1,000	\$1,000
	SUBTOTAL				\$10,650
	Contingency			15%	\$1,598
	TOTAL BUDGET				<i>\$12,248</i>

TLC Grant Application: Bus Stop Access & Safety Improvements—*Benches & Receptacles*

The following are locations selected to receive a bench only—no additional improvements.

Location & Cost Estimate

Location & Cost Estimate	Cost
Botelho Dr. & Locust St.	
Bench	\$1,600
Receptacle	\$900
North Main St. & Bonanza St.	
Bench	\$1,600
Receptacle	\$900
Ygnacio Valley Rd. & Civic Dr.	
Bench	\$1,600
Receptacle	\$900
South Main St. & Lilac Ct.	
Bench	\$1,600
Receptacle	\$900
<i>TOTAL BUDGET</i>	<i>\$10,000*</i>
*Per location	<i>\$2,500</i>

TLC Grant Application: Bus Stop Access & Safety Improvements—Creekside Drive Improvements

The following are the ADA/Accessibility improvements proposed for various locations along Creekside Drive, which is entirely within the Walnut Creek Priority Development Area. The improvements along Creekside Drive will provide a direct connection to the bus stops and to the Iron Horse Trail, thereby proving access to local and regional destinations.

Proposed Improvements & Cost Estimates

Description	Cost
Sidewalk replacement and bus stop removal between Main St. and Quail Ct.	\$10,000
ADA ramps between 1451 Creekside Drive and Iron Horse Trail Access	\$10,000
Relocate bus stop and address tripping hazards between Iron Horse Trail and Near Ct.	\$20,000
Upgrade curb ramps at Mt. Diablo Blvd. & Locust St. intersection	\$10,000
Reconstruct sidewalk for ADA compliance at the end of Creekside Dr.	\$20,000
<i>SUBTOTAL</i>	\$70,000
Contingency (15%)	\$10,500
<i>TOTAL BUDGET</i>	<i>\$80,500</i>

To: Advisory Committee

Date: December 29, 2016

From: Kristina Martinez

Reviewed by:

SUBJECT: State Legislative Update

Background:

In early December, Senator Beall and Assemblymember Frazier, Chairs of the transportation policy committees proposed two new bills aimed to improve and support public transit as well as state highways and local roads. Each of these comprehensive transportation packages, which target \$6 billion annually, are geared towards an increase in revenues and investments, adding to programs such as Cap and Trade and State Transit Assistance (STA).

In response to the State's transportation revenue shortfalls, SB 1 (Beall) and AB 1 (Frazier) propose to improve the transportation deficit through a comprehensive 10-year adjustment plan. With few minor differences, both bills put forth a wide range of transportation modifications which include:

- \$200 million annual set-aside to counties that adopt local sales tax measures
 - Available funding for Active Transportation Program, Advance Mitigation Fund, and continued transportation research and development
 - Remaining funds to be allocated 50/50 between state highway system and cities and counties
- Increase in gas tax by 12 cents per gallon phased annually over 3 years
- Increase in annual vehicle registration fee by \$38
- Implementation of annual fee for zero-emission vehicles to be utilized for maintenance and repair of road systems
 - \$100 annual fee proposed by Beall
 - \$165 annual fee proposed by Frazier
- Increase in diesel excise tax by 20 cents to be utilized for trade corridor improvements
- Increase in sales and use diesel tax to be utilized for transit under the STA program
 - 4% increased proposed by Beall
 - 3.5% to transit capital and transit services
 - 0.5% to intercity and commuter rail
 - 3.5 % increase proposed by Frazier
 - 3.5% to transit capital and transit services
- Increase Cap and Trade allocation for transit through a share increase to the Low Carbon Transit Operations Program (LCTOP) and the Transit and Intercity Rail Capital Program (TIRCP) beginning the 2017-2018 fiscal year.
 - Increase from 10 % to 20% to be distributed to TIRCP
 - Increase from 5% to 10% to be distributed to LCTOP

- Reallocation of existing truck weight fees phased annually over 5 years, to be utilized for road repair and maintenance

- Enhanced/increased program oversight
 - Simplified California Environmental Quality Act (CEQA) process for transportation projects
 - California Transportation Commission (CTC) to act independently from other state agencies and departments; ensure program and funding efficiency
 - Establish the Office of Transportation Inspector General to oversee state agency programs and spending efficiency

County Connection Analysis:

With economic benefits and increased state revenues, both SB 1 and AB 1 present positive impacts to public transit. To County Connection specifically, staff has estimated the impact of an increase in the STA tax revenue from 1.75% to 5.25% based on current MTC policies. Our best prediction indicates that this share could amount to an increase of \$2 million. At the 1.75% STA tax level, we are now getting \$1.9 million. If the additional revenue was spent on service, the revenue hours we could add would be 20,300. This is 9% of our current level of 227,915 hours a year and would purchase two additional route #10's or allow us to double Saturday service. The increase that would result from an STA sales tax increase compares to \$4.7 million a year included in the County Transportation Expenditure Plan (TEP).

In terms of the Cap and Trade allocation, staff has not identified any projects within the next 5 years that County Connection could apply for that would allow for the suggested share increase through the TIRCP. The program is also highly competitive. Currently, we are eligible for approximately \$600,000 through the LCTOP. With the proposal of SB 1 and AB 1, this amount could essentially double, but is dependent on the Cap and Trade auctions which have recently been down. The program also applies strict requirements, which can make it difficult for us to use these funds.

Action Requested:

For information only. Staff will provide an overview of SB 1 and AB 1 for the MP&L Committee, which is scheduled to meet on January 5, 2017. No formal positions have been taken by the Board of Directors.

**ADA CERTIFICATION and RECERTIFICATION
FY 2017**

MONTH	FY 2017				FY 2016				FY 2017				FY 2016			
	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	51	34	1	0	54	41	1	0	24	12	0	0	32	16	0	0
AUG	58	35	0	0	43	24	0	0	27	14	0	0	15	4	0	0
SEPT	68	47	0	0	56	36	0	0	39	22	0	0	26	13	0	0
OCT	51	36	0	0	45	27	0	0	30	16	0	0	26	15	0	0
NOV	45	31	0	0	49	30	0	0	29	15	0	0	35	24	0	0
DEC					39	22	0	0					25	19	0	0
JAN					45	21	0	0					29	16	0	0
FEB					51	34	0	0					25	14	0	0
MAR					43	24	0	0					27	15	0	0
APR					53	41	0	0					25	16	0	0
MAY					43	27	0	0					29	18	0	0
JUN					58	35	0	0					27	14	0	0
TOTAL	273	183	1	0	579	362	1	0	149	79	0	0	321	184	0	0

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

CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY 16/17

SUMMARY	SEPTEMBER FY 15/16	SEPTEMBER FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,166	11,783	36,643	35,316
2 TOTAL ATTENDANTS	658	568	2,157	1,771
3 TOTAL COMPANIONS	75	58	213	169
4 TOTAL PASSENGERS	12,899	12,409	39,013	37,256
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,547	5,954	19,087	17,759
7 VEHICLE SERVICE HOURS	8,255	7,697	23,766	22,639
8 VEHICLE NON REV HOURS	1,708	1,742	4,679	4,881
9 VEHICLE SERVICE MILES	115,476	110,899	341,193	327,393
10 VEHICLE REVENUE MILES	95,338	91,032	284,445	267,309
11 VEHICLE NON REV MILES	20,138	19,867	56,748	60,084
12 PASS. PER REVENUE HOUR	1.97	2.08	2.04	2.10
13 CLIENT PER REVENUE HOUR	1.86	1.98	1.92	1.99
14 PASS. PER SERVICE HOUR	1.56	1.61	1.64	1.65
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	924	925	2,882	2,638
18 SAME DAY TRIPS	106	107	302	315
19 SUBSCRIPTION TRIPS	6,880	6,092	20,977	18,448
20 DEMAND	5,287	5,695	15,679	16,874
21 FAREBOX REVENUE	\$11,572.20	\$10,054.12	\$35,460.37	\$30,571.58
22 PREPAID CLIENTS	\$5,470.00	\$4,196.00	\$20,879.00	\$17,352.00
23 COLLECTED BILLING	\$33,010.00	\$28,094.00	\$82,382.00	\$74,668.00
24 TOTAL REVENUE COLLECTED	\$50,052.20	\$42,344.12	\$138,721.37	\$122,591.58
25 CHARGEABLE ACCIDENTS	0	0	3	1
26 SERVICE COMPLAINTS	1	2	2	4
27 SERVICE COMMENDATIONS	3	0	6	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	3	14	6
30 DRIVER TURNOVER	1%	1%	8%	2%
31 SCHEDULE ADHERENCE	75%	69%	73%	75%
32 WHEELCHAIR BOARDING'S	2,924	2,864	9,217	8,680
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,655	6,452	19,932	19,223
35 UNDUPLICATED CLIENTS	939	994	2,913	3,007
36 NO-SHOWS	83	136	236	362
37 CANCELS	2,718	2,641	5,337	5,897
38 AVG. TRIP LENGTH (MILES)	9.0	8.9	8.7	8.8
39 AVG. SM BUSES IN SERVICE	8	3	8	3
40 AVG. BUSES IN SERVICE	55	45	43	43
41 TOTAL FUEL/GALLONS	17,331	16,610	51,926	50,242
42 FLEET M.P.G.	6.7	6.7	6.6	6.5

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS LINK vs. BART HOURS			REFUEL
7724.30	5982.00	1625.10	117.20
7696.60	5954.30	1742.30	
LINK Invoicing Calculation			
	Serv. Hrs	7,696.60	
	Hourly rate	43.83	
	Total	<u>337,341.98</u>	
	Fixed Costs	84,750.00	
September	Telephone bill	(1,500.00)	
	Grand Total	<u>\$420,591.98</u>	

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)

*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

operations-daily operations report

CCCTA LINK
MONTHLY OPERATING SUMMARY
OCTOBER FY 16/17

SUMMARY	OCTOBER FY 15/16	OCTOBER FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,753	11,878	49,396	47,194
2 TOTAL ATTENDANTS	670	714	2,827	2,485
3 TOTAL COMPANIONS	74	55	287	224
4 TOTAL PASSENGERS	13,497	12,647	52,510	49,903
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,902	6,065	25,990	23,824
7 VEHICLE SERVICE HOURS	8,754	7,732	32,521	30,371
8 VEHICLE NON REV HOURS	1,852	1,667	6,531	6,547
9 VEHICLE SERVICE MILES	117,286	112,473	458,479	439,866
10 VEHICLE REVENUE MILES	95,659	92,426	380,104	359,735
11 VEHICLE NON REV MILES	21,627	20,047	78,375	80,131
12 PASS. PER REVENUE HOUR	1.96	2.09	2.02	2.09
13 CLIENT PER REVENUE HOUR	1.85	1.96	1.90	1.98
14 PASS. PER SERVICE HOUR	1.54	1.64	1.61	1.64
15 PASS. PER SERVICE MILE	0.12	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	974	915	3,856	3,553
18 SAME DAY TRIPS	134	160	436	475
19 SUBSCRIPTION TRIPS	7,347	6,166	28,324	24,614
20 DEMAND	5,406	5,714	21,085	22,588
21 FAREBOX REVENUE	\$11,765.36	\$10,309.45	\$47,225.73	\$40,881.03
22 PREPAID CLIENTS	\$9,905.00	\$6,519.00	\$30,784.00	\$23,871.00
23 COLLECTED BILLING	\$26,216.00	\$20,458.00	\$108,598.00	\$95,126.00
24 TOTAL REVENUE COLLECTED	\$47,886.36	\$37,286.45	\$186,607.73	\$159,878.03
25 CHARGEABLE ACCIDENTS	0	0	3	1
26 SERVICE COMPLAINTS	0	2	2	6
27 SERVICE COMMENDATIONS	2	0	8	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	4	14	10
30 DRIVER TURNOVER	0%	0%	8%	2%
31 SCHEDULE ADHERENCE	78%	72%	77%	75%
32 WHEELCHAIR BOARDING'S	3,158	2,809	12,375	11,489
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,995	6,515	26,927	25,738
35 UNDUPLICATED CLIENTS	1,088	950	4,001	3,957
36 NO-SHOWS	67	169	303	531
37 CANCELS	1,384	1,470	6,721	7,367
38 AVG. TRIP LENGTH (MILES)	8.7	8.9	8.7	8.8
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	55	44	55	43
41 TOTAL FUEL/GALLONS	18,248	16,143	70,174	66,385
42 FLEET M.P.G.	6.4	7.0	6.5	6.6

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS	LINK vs. BART HOURS	REFUEL
7762.70	6096.00	1540.70
7732.00	6065.30	1666.70
LINK Invoicing Calculation		
Serv. Hrs	7,732.00	
Hourly rate	43.83	
Total	338,893.56	
Fixed Costs	84,750.00	
September Telephone bill	(1,500.00)	
Grand Total	\$422,143.56	

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)

**** November numbers are going to be higher in prepaid and collected
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* equals drivers divided headcount times 100
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 *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

operations-daily operations report

Memo

To: County Connection Advisory Committee
From: Tim McGowan
CC:
Date: 9/15/16
Re: Accounts Receivables

The accounts receivables will always follow the ebbs and flows of the State of California Budget. We service Centers that receive State funding and when the State gets behind the Centers follow, once they do receive their State funding they then play catch up. We need to supply ADA transportation to the Centers and carry them during the ebbs and flows of the State Budget.

Nutrition Centers:
Concord
Walnut Creek
Primetime

Additional Centers:
Lions Bind Center
490 Rehab

1 If you cannot do it safely don't do it

Agenda Item 7.a

TO: O&S Committee

DATE: October 26, 2016

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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.

FY16-17

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	323,128		
Average Weekday	14,358	12,922	
Pass/Rev Hour	17.1	15.9	Standard Goal > 17.0
Missed Trips	0.16%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	27,864	39,357	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September (14,358 passengers) than August (12,204 passengers) and lower than September 2015 (14,768 passengers).

Passengers per hour in September was 17.1, which is higher than 15.8 in August and lower than September 2015 when passengers per hour was 17.6.

The percentage of missed trips in September was 0.16%, higher than the prior month (0.08%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 27,864 miles in September, lower than the prior month in which there were 36,365 miles between roadcalls. The 12 month average is 39,357 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 323,217 passengers in September, 220,556 passengers had the potential to use a Clipper card aboard County Connection since 102,660 either used an employee sponsored program or the midday free program. About 18.5% of the 220,556 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	
September 2016 - Fixed Route Boardings	323,128	Revenue Hours - September 2016	18,901	Weekdays - Sep16	21	Fiscal 2017 YTD	898,098
		September 2015	18,958	Sep15	21	Fiscal 2016 YTD	915,921
Special Event - BART Bus Bridge	89	Revenue Miles - September 2016	203,695	Saturdays - Sep16	4		
		September 2015	206,748	Sep15	4		
				Sundays - Sep16	4		
				Sep15	4		
September 2016 Total Boardings	323,217	Passengers per Mile	1.6	Total Days - 2016	29	YTD Trend	(1.9%)
September 2015 Total Boardings	297,093	Passengers per Hour	17.1	2015	29	Monthly Trend	8.8%

September 2016 Fixed Route Passenger Total						September 2016	September 2016
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	8,097	-	-	8,097	386	12.1
2	Rudgear / Walnut Creek	332	-	-	332	16	4.1
3	Martinez Community Shuttle	1,975	-	-	1,975	94	6.5
4	Walnut Creek Downtown Shuttle	18,101	2,355	1,706	22,162	862	24.6
5	Creekside / Walnut Creek	12,353	-	-	12,353	588	31.5
6	Lafayette / Moraga / Orinda	10,622	589	377	11,588	506	14.9
7	Shadelands / Pleasant Hill / Walnut Creek	8,534	-	-	8,534	406	18.8
9	DVC / Walnut Creek	12,570	-	-	12,570	599	14.2
10	Concord / Clayton Rd	25,656	-	-	25,656	1,222	25.5
11	Treat Blvd / Oak Grove	7,079	-	-	7,079	337	17.3
14	Monument Blvd	12,768	-	-	12,768	608	15.4
15	Treat Boulevard	11,817	-	-	11,817	563	18.1
16	Alhambra Ave / Monument Blvd	17,525	-	-	17,525	835	16.1
17	Olivera/Solano / Salvio / North Concord	5,217	-	-	5,217	248	13.4
18	Amtrak / Merello / Pleasant Hill	10,480	-	-	10,480	499	16.0
19	Amtrak / Pacheco Blvd / Concord	3,590	-	-	3,590	171	12.4
20	DVC / Concord	26,986	-	-	26,986	1,285	25.9
21	Walnut Creek / San Ramon Transit Center	12,995	-	-	12,995	619	12.2
25	Lafayette / Walnut Creek	1,589	-	-	1,589	76	7.7
28	North Concord / Martinez	7,105	-	-	7,105	338	11.0
35	Dougherty Valley	13,727	-	-	13,727	654	19.6
36	San Ramon / Dublin	5,456	-	-	5,456	260	9.3
91X	Concord Commuter Express	1,420	-	-	1,420	68	12.9
92X	Ace Shuttle Express	4,946	-	-	4,946	236	21.1
93X	Kirker Pass Express	4,376	-	-	4,376	208	14.7
95X	San Ramon / Danville Express	3,813	-	-	3,813	182	18.0
96X	Bishop Ranch Express	11,826	-	-	11,826	563	16.0
97X	Bishop Ranch Express	2,149	-	-	2,149	102	10.5
98X	Martinez Express	8,423	-	-	8,423	401	14.9
250 *	Gael Rail Service	56	88	53	197	6	2.1
260 *	Cal State East Bay / Concord Bart	197	-	-	197	33	3.7
301	Rossmoor / John Muir Medical Center	-	346	232	578		7.7
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,837	1,602	3,439		25.1
311	Concord / Oak Grove / Treat Blvd / WC	-	960	778	1,738		14.1
314	Clayton Rd / Monument Blvd / PH	-	2,645	2,056	4,701		21.2
315	Concord / Willow Pass / Landana	-	252	204	456		8.8
316	Alhambra / Merello / Pleasant Hill	-	1,369	994	2,363		14.4
320	DVC / Concord	-	941	645	1,586		14.9
321	San Ramon / Walnut Creek	-	876	713	1,589		9.4
Alamo Creek *	Alamo Creek / BART Walnut Creek	389	-	-	389	19	2.3
600's	Select Service	29,338	-	-	29,338	1,397	25.9
TOTALS		301,509	12,258	9,360	323,128	14,358	17.1

* Data from LINK Operators ** Seasonal Routes

Agenda Item 7.a

TO: O&S Committee
FROM: Anne Muzzini
Director of Planning & Marketing
DATE: November 20, 2012
SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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>	FY16-17		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	315,168		
Average Weekday	13,792	13,139	
Pass/Rev Hour	16.4	16.0	Standard Goal > 17.0
Missed Trips	0.17%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	28,462	37,452	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in October (13,792 passengers) than September (14,358 passengers) and lower than October 2015 (14,496 passengers).

Passengers per hour in October was 16.4, which is lower than 17.1 in September and lower than September 2015 when passengers per hour was 17.4.

The percentage of missed trips in September was 0.17%, higher than the prior month (0.16%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 28,462 miles in October, higher than the prior month in which there were 27,864 miles between roadcalls. The 12 month average is 37,452 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 315,168 passengers in September, 213,546 passengers had the potential to use a Clipper card aboard County Connection since 101,622 either used an employee sponsored program or the midday free program. About 20.0% of the 213,546 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS
Operations Data Summary**

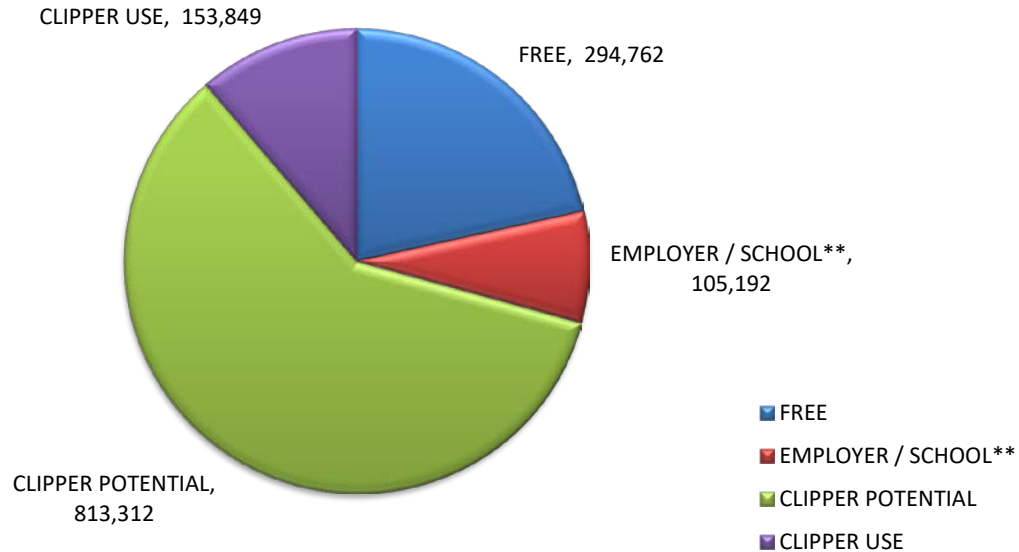
Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
October 2016 - Fixed Route Boardings	315,110	Revenue Hours -	October 2016	19,243	Weekdays - Oct16	21	Fiscal 2017 YTD	1,213,266
			October 2015	19,892	Oct15	22		
Special Event - BART Bus Bridge	58	Revenue Miles -	October 2016	208,622	Saturdays - Oct16	5	Fiscal 2016 YTD	1,262,141
			October 2015	216,918	Oct15	5		
					Sundays - Oct16	5		
					Oct15	4		
October 2016 Total Boardings	315,168	Passengers per Mile		1.5	Total Days - 2016	31	YTD Trend	(3.9%)
October 2015 Total Boardings	346,220	Passengers per Hour		16.4	2015	31	Monthly Trend	(9.0%)

October 2016 Fixed Route Passenger Total						October 2016 Weekday Average	October 2016 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (IM)	Rossmoor / Shadelands	8,012	-	-	8,012	382	12.0
2	Rudgear / Walnut Creek	289	-	-	289	14	3.5
3	Martinez Community Shuttle	1,962	-	-	1,962	93	6.4
4	Walnut Creek Downtown Shuttle	17,448	2,936	1,905	22,289	831	23.7
5	Creekside / Walnut Creek	11,861	-	-	11,861	565	30.3
6	Lafayette / Moraga / Orinda	10,802	671	400	11,874	514	14.9
7	Shadelands / Pleasant Hill / Walnut Creek	9,332	-	-	9,332	444	20.9
9	DVC / Walnut Creek	11,967	-	-	11,967	570	13.5
10	Concord / Clayton Rd	23,574	-	-	23,574	1,123	23.4
11	Treat Blvd / Oak Grove	6,583	-	-	6,583	313	16.1
14	Monument Blvd	12,411	-	-	12,411	591	14.9
15	Treat Boulevard	11,056	-	-	11,056	526	17.0
16	Alhambra Ave / Monument Blvd	16,416	-	-	16,416	782	15.1
17	Olivera/Solano / Salvio / North Concord	5,307	-	-	5,307	253	13.6
18	Amtrak / Merello / Pleasant Hill	9,769	-	-	9,769	465	14.9
19	Amtrak / Pacheco Blvd / Concord	3,328	-	-	3,328	158	11.5
20	DVC / Concord	25,808	-	-	25,808	1,229	24.7
21	Walnut Creek / San Ramon Transit Center	12,523	-	-	12,523	596	11.8
25	Lafayette / Walnut Creek	1,579	-	-	1,579	75	7.7
28	North Concord / Martinez	6,408	-	-	6,408	305	9.9
35	Dougherty Valley	13,748	-	-	13,748	655	19.6
36	San Ramon / Dublin	5,403	-	-	5,403	257	9.2
91X	Concord Commuter Express	1,386	-	-	1,386	66	12.6
92X	Ace Shuttle Express	4,467	-	-	4,467	213	19.0
93X	Kirker Pass Express	4,370	-	-	4,370	208	14.6
95X	San Ramon / Danville Express	3,694	-	-	3,694	176	17.5
96X	Bishop Ranch Express	11,900	-	-	11,900	567	16.1
97X	Bishop Ranch Express	2,279	-	-	2,279	109	11.0
98X	Martinez Express	7,817	-	-	7,817	372	13.8
250 *	Gael Rail Service	72	78	70	220	9	2.2
260 *	Cal State East Bay / Concord Bart	517	-	-	517	30	3.3
301	Rossmoor / John Muir Medical Center	-	347	296	643		7.1
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,364	1,771	4,135		24.2
311	Concord / Oak Grove / Treat Blvd / WC	-	1,216	804	2,020		13.1
314	Clayton Rd / Monument Blvd / PH	-	3,260	2,352	5,613		20.1
315	Concord / Willow Pass / Landana	-	354	191	544		8.5
316	Alhambra / Merello / Pleasant Hill	-	1,584	1,149	2,733		13.3
320	DVC / Concord	-	1,039	718	1,758		13.8
321	San Ramon / Walnut Creek	-	1,099	868	1,967		9.3
Alamo Creek *	Alamo Creek / BART Walnut Creek	363	-	-	363	17	2.2
600's	Select Service	27,187	-	-	27,187	1,295	25.6
TOTALS		289,638	14,946	10,525	315,110	13,792	16.4

* Data from LINK Operators

** Seasonal Routes

FY 16-17 YTD Clipper Trend



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-16	257,659	67,831	23,153	166,675	31,429	18.9%
Aug-16	317,222	76,980	27,693	212,550	39,003	18.4%
Sep-16	323,217	75,770	26,905	220,542	40,702	18.5%
Oct-16	315,168	74,181	27,440	213,546	42,715	20.0%
Nov-16	-	-	-	-	-	-
Dec-16	-	-	-	-	-	-
Jan-17	-	-	-	-	-	-
Feb-17	-	-	-	-	-	-
Mar-17	-	-	-	-	-	-
Apr-17	-	-	-	-	-	-
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
Grand Total	1,213,266	294,762	105,192	813,312	153,849	19%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude SYP

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

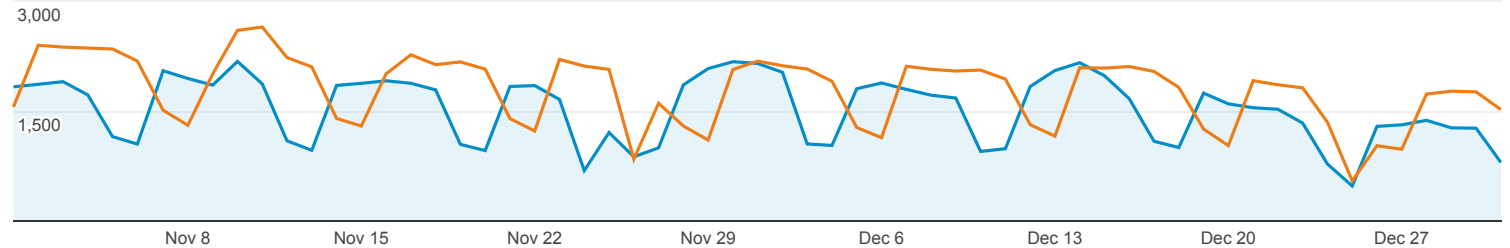
Visitor Report

Nov 1, 2016 - Dec 31, 2016
 Compare to: Nov 1, 2015 - Dec 31, 2015

All Users
 +0.00% Sessions

Report Tab

Nov 1, 2016 - Dec 31, 2016: Sessions
 Nov 1, 2015 - Dec 31, 2015: Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		14.46% ↓ 93,282 vs 109,055	9.58% ↓ 40,648 vs 44,957	19.47% ↓ 253,921 vs 315,298	4.71% ↓ 00:02:41 vs 00:02:49	5.85% ↓ 2.72 vs 2.89
1. Returning Visitor	Yes					
Nov 1, 2016 - Dec 31, 2016		49,246 (52.79%)	10,972 (22.46%)	124,543 (49.05%)	00:02:42	2.53
Nov 1, 2015 - Dec 31, 2015		59,728 (54.77%)	12,242 (22.66%)	166,071 (52.67%)	00:02:55	2.78
% Change		-17.55%	-10.37%	-25.01%	-7.32%	-9.04%
2. New Visitor	Yes					
Nov 1, 2016 - Dec 31, 2016		22,939 (24.59%)	22,917 (46.92%)	56,843 (22.39%)	00:02:13	2.48
Nov 1, 2015 - Dec 31, 2015		22,827 (20.93%)	22,810 (42.21%)	62,983 (19.98%)	00:02:25	2.76
% Change		0.49%	0.47%	-9.75%	-8.27%	-10.19%
3. New Visitor	No					
Nov 1, 2016 - Dec 31, 2016		11,366 (12.18%)	11,355 (23.25%)	39,323 (15.49%)	00:02:56	3.46
Nov 1, 2015 - Dec 31, 2015		14,276 (13.09%)	14,264 (26.40%)	46,361 (14.70%)	00:02:56	3.25
% Change		-20.38%	-20.39%	-15.18%	-0.04%	6.54%
4. Returning Visitor	No					
Nov 1, 2016 - Dec 31, 2016		9,731 (10.43%)	3,602 (7.37%)	33,212 (13.08%)	00:03:21	3.41
Nov 1, 2015 - Dec 31, 2015		12,224 (11.21%)	4,718 (8.73%)	39,883 (12.65%)	00:02:53	3.26
% Change		-20.39%	-23.65%	-16.73%	15.94%	4.61%

Rows 1 - 4 of 4

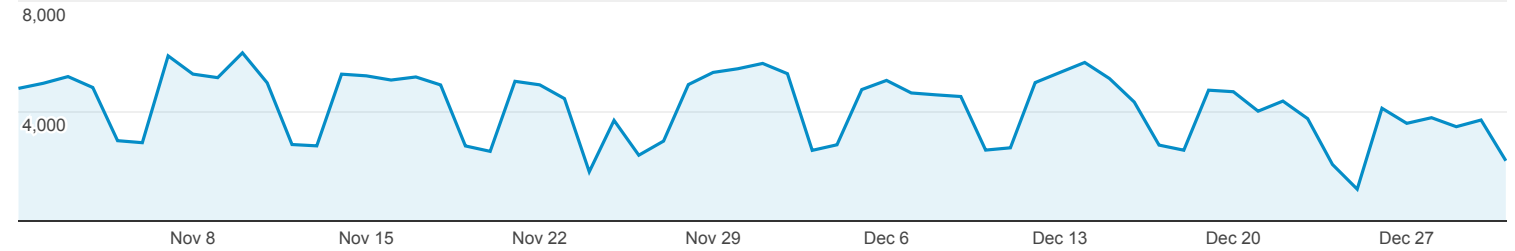
Nov 1, 2016 - Dec 31, 2016

Pages

All Users
 100.00% Pageviews

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	253,921 % of Total: 100.00% (253,921)	183,822 % of Total: 100.00% (183,822)	00:01:33 Avg for View: 00:01:33 (0.00%)	93,225 % of Total: 100.00% (93,225)	40.38% Avg for View: 40.38% (0.00%)	36.71% Avg for View: 36.71% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /maps-schedules/	68,342 (26.91%)	41,733 (22.70%)	00:00:52	23,069 (24.75%)	23.69%	18.70%	\$0.00 (0.00%)
2. /	42,943 (16.91%)	29,828 (16.23%)	00:01:03	27,334 (29.32%)	15.61%	27.12%	\$0.00 (0.00%)
3. /mobile-schedules/	9,307 (3.67%)	5,877 (3.20%)	00:00:35	4,291 (4.60%)	10.70%	14.63%	\$0.00 (0.00%)
4. /maps-schedules/route-6/	6,686 (2.63%)	5,683 (3.09%)	00:05:53	4,325 (4.64%)	83.71%	77.94%	\$0.00 (0.00%)
5. /schedule/98X/	5,899 (2.32%)	4,954 (2.69%)	00:03:20	3,133 (3.36%)	81.59%	65.96%	\$0.00 (0.00%)
6. /schedule/16/	5,155 (2.03%)	4,088 (2.22%)	00:03:11	959 (1.03%)	72.99%	48.09%	\$0.00 (0.00%)
7. /schedule/18/	4,837 (1.90%)	3,854 (2.10%)	00:02:50	1,072 (1.15%)	76.68%	49.45%	\$0.00 (0.00%)
8. /fares/	4,758 (1.87%)	3,892 (2.12%)	00:01:44	1,235 (1.32%)	58.33%	39.16%	\$0.00 (0.00%)
9. /schedule/9/	4,410 (1.74%)	3,472 (1.89%)	00:03:02	893 (0.96%)	75.50%	51.09%	\$0.00 (0.00%)
10. /schedule/20/	4,346 (1.71%)	3,679 (2.00%)	00:03:20	1,132 (1.21%)	77.56%	61.30%	\$0.00 (0.00%)
11. /schedule/15/	4,268 (1.68%)	3,460 (1.88%)	00:03:32	969 (1.04%)	74.77%	54.83%	\$0.00 (0.00%)
12. /maps-schedules/route-10/	4,178 (1.65%)	3,494 (1.90%)	00:03:50	1,407 (1.51%)	76.14%	62.47%	\$0.00 (0.00%)
13. /schedule/14/	4,083 (1.61%)	3,260 (1.77%)	00:02:55	887 (0.95%)	72.04%	49.45%	\$0.00 (0.00%)
14. /schedule/5/	3,627 (1.43%)	3,119 (1.70%)	00:03:44	1,314 (1.41%)	82.42%	70.75%	\$0.00 (0.00%)
15. /maps-schedules/route-96x/	3,343 (1.32%)	2,756 (1.50%)	00:03:10	1,500 (1.61%)	70.35%	59.11%	\$0.00 (0.00%)
16. /schedule/21/	3,273 (1.29%)	2,645 (1.44%)	00:03:07	697 (0.75%)	75.18%	55.97%	\$0.00 (0.00%)
17. /schedule/4/	3,202 (1.26%)	2,662 (1.45%)	00:04:04	1,390 (1.49%)	75.20%	66.46%	\$0.00 (0.00%)
18. /about/real-time-bus-tracker/	2,796 (1.10%)	2,048 (1.11%)	00:01:52	626 (0.67%)	44.73%	46.46%	\$0.00 (0.00%)
19. /schedule/35/	2,743 (1.08%)	2,201 (1.20%)	00:03:21	709 (0.76%)	83.38%	62.74%	\$0.00 (0.00%)

Nov 1, 2016 - Dec 31, 2016
Compare to: Nov 1, 2015 - Dec 31, 2015

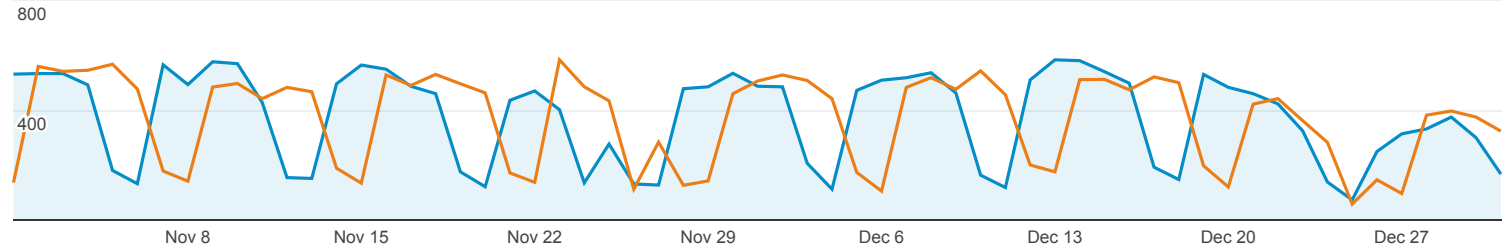
New vs Returning

All Users
+0.00% Sessions

Explorer

Summary

Nov 1, 2016 - Dec 31, 2016: Sessions
Nov 1, 2015 - Dec 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
	1.94% ▲ 22,971 vs 22,534	0.09% ▲ 23.39% vs 23.37%	2.03% ▲ 5,374 vs 5,267	4.62% ▼ 37.36% vs 35.71%	10.00% ▼ 3.59 vs 3.99	2.35% ▲ 00:06:14 vs 00:06:06	0.00% 0.00% vs 0.00%	0.00% 0 vs 0	0.00% \$0.00 vs \$0.00
1. Returning Visitor									
Nov 1, 2016 - Dec 31, 2016	17,597 (76.61%)	0.00%	0 (0.00%)	38.13%	3.58	00:06:51	0.00%	0 (0.00%)	\$0.00 (0.00%)
Nov 1, 2015 - Dec 31, 2015	17,267 (76.63%)	0.00%	0 (0.00%)	36.25%	4.04	00:06:46	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	1.91%	0.00%	0.00%	5.20%	-11.55%	1.23%	0.00%	0.00%	0.00%
2. New Visitor									
Nov 1, 2016 - Dec 31, 2016	5,374 (23.39%)	100.00%	5,374 (100.00%)	34.82%	3.65	00:04:15	0.00%	0 (0.00%)	\$0.00 (0.00%)
Nov 1, 2015 - Dec 31, 2015	5,267 (23.37%)	100.00%	5,267 (100.00%)	33.93%	3.82	00:03:54	0.00%	0 (0.00%)	\$0.00 (0.00%)
% Change	2.03%	0.00%	2.03%	2.62%	-4.62%	8.79%	0.00%	0.00%	0.00%

Rows 1 - 2 of 2