

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, July 11, 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 May 9, 2017*
4. Public Comment – New Member Introduction
5. Walnut Creek BART Transit Village Construction – verbal report
6. Service Change Timeline*
7. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – Current reports will be distributed at the meeting.
8. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – April and May 2017*
 - b. Clipper Use Trend*
 - c. Driver Appreciation Winners – May winner – Debbie Lowrey/June winner- Waldo Fajardo.
 - d. Website User Information – May and June 2017*
 - e. Customer Service Report – May and June 2017

*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 – Sept. 12, 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 Katrina Lewis – 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, July 20, 9:00 a.m., County Connection Board Room |
| Administration & Finance: | August 10, 9:00 a.m., 3338 Mt. Diablo Blvd, Lafayette |
| Advisory Committee: | Tuesday, July 11, 2:00 p.m., County Connection Board Room |
| Marketing, Planning & Legislative: | Thursday, August 3, 10:00 a.m., 1676 N. California Blvd. #620, Walnut Creek |
| Operations & Scheduling: | Friday, August 4, 8:00 a.m., 3339 Mt. Diablo Blvd., Lafayette |

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 May 9, 2017

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

Members present were: David Libby, David Loyd, Jeff Koertzen, and David Piper

Staff present: Mary Burdick, Erick Cheung, and Tim McGowan (LINK)

Guest: Kristin Visbal from Contra Costa Behavior Health

Approval of Agenda

The agenda was approved as presented.

Approval of the Minutes of March 14, 2017

The minutes were approved as presented.

Public Comment

Ms. Burdick introduced David Piper as the alternate member from Pleasant Hill. His appointment is scheduled to be approved by the County Connection Board of Directors on May 18, 2017.

Kristin Visbal introduced herself, stating her interest in learning more about the public transportation services provided by County Connection, as well as neighboring Contra Costa providers, to better assist and advocate for clients.

Fiscal Year 2018 Final Draft Budget

Erick Cheung, County Connection Director of Finance, presented the final draft FY2018 Operating and Capital budget. The final draft included several changes based on reduced revenue and an increase in expenses. County Connection's main revenue source is TDA 4.0 funds (generated from state sales tax) from MTC. Of concern to long term sustainability is the decline in both state sales tax revenue, and declining fuel tax revenue. The FY 2018 budget proposed uses \$20.5 million of TDA 4.0 funds which is \$3.2 million more than MTC estimates we will receive. The transportation funding package (SB1) recently approved will provide needed operating revenue, but we're not sure if this new revenue source will fill the gap. Things the Board of Director may consider in the near future are service reductions and fare increases.

BART Station Improvement Projects

BART is making both minor and major changes to several stations in our service area. The Lafayette BART station improvement project involves redesigning the intermodal configuration and improvements with storm water movement in the parking and pedestrian

areas. This work is being completed in 2 phases and will only impact how buses enter the station.

The Concord station modernization plan is focusing primarily on upgrades in the plaza area which will more conveniently connect the station to the downtown area. Plaza improvements include new benches, landscaping, lighting, and wayfinding. Additionally crosswalks, pedestrian pathways and bicycle lane striping will take place on both sides of the station.

Minimal impact to bus movement in to and out of the station is expected during this phase.

Construction of the Walnut Creek BART Transit Village will be much more complex. The first phase, beginning in mid-August, will involve closing the southernmost parking lot to begin construction of the new parking garage. In the first phase, all buses entering the station via Parkside Dr. will be re-routed to enter from Ygnacio Valley Rd. Later, the Ygnacio Valley Rd. entrance will be closed requiring re-routing the buses to enter/exit via Parkside or California.

Update Of Emergency Operations

During the early Spring months County Connection was called upon several times to provide mutual aid, or provide significant route adjustments to help transport people. Two BART bridges were provided when BART suffered electrical problems in North Concord, and again during a medical emergency in Walnut Creek. The sink hole in Orinda required County Connection to re-route service on school trippers, and to provide supervisory assistance during the morning and afternoon turning buses around on a very tight road.

County Connection provides these services often without recognition.

ADA Monthly Reports

- A. ADA Certification and Recertification reports were reviewed with no comments.
- B. LINK monthly operating report for January 2017 was reviewed with no comments.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for February and March 2017 were reviewed. Ridership continues to slip when compared to the previous year. This is a trend taking place with transit systems nationwide.
- B. Clipper Use Trend – Clipper use continues to climb. Approximately 29% of potential users are paying fares with Clipper Cards.
- C. County Connection Website User Information - Staff provided website user statistics for March and April 2017. Consistent with ridership declines is a decline in both page views and unique users. Social media use, and transit application downloads continue to be strong.
- D. Customer Service Reports – Staff provided the number of rider complaints reported for March and April 2017, as well as the number of telephone calls coming to the Information Center. There were 32 complaints that resulted in

documentation, and 11 commendations. In this time period the information center answered 8,365 phone calls.

Member Communication

None.

Adjournment

The meeting was adjourned at 3:20 PM.

The next meeting is scheduled for Tuesday, July 11, 2017

Minutes prepared by Mary Burdick on June 28, 2017.

To: Operations & Scheduling Committee

Date: 06/27/2017

From: Ruby Horta, Manager of Planning

Reviewed by: *Ruby*

SUBJECT: Service Changes Timeline

Background:

County Connection's current financial forecast anticipates the need for service changes in order to maintain a balanced budget. Over the last few months, the Board of Directors has been presented with various alternatives that would reduce expenses and/or increase revenues. The options include fare increases and service adjustments. In order to implement new service a year from now, in Fall 2018, the Board of Directors must provide direction in the next couple of months, based on options developed by staff. Below is a schedule of activities proposed by staff:

| Activity | Completion Date (tentative) |
|--|-----------------------------|
| Committee & Board to Review Initial Proposal | 08/17/2017 |
| Committee & Board to Review/Approve Revised Proposal | 09/21/2017 |
| Staff to Conduct Public Outreach Process | Sept. 2017 – Feb. 2018 |
| <i>Public Hearing</i> | |
| <i>Stakeholder Meetings</i> | |
| <i>Title VI Analysis</i> | |
| Board to approve Final Proposal | 04/19/18 |
| Finalize Fall 2018 Schedules | 05/17/18 |
| Implement New Service | 08/12/18 |

Starting in August, staff would present an initial proposal for Board review. Based on feedback received, staff would present a revised proposal in September. Upon Board approval, staff can conduct the necessary public outreach. The public outreach period would begin in September and would include a public hearing, meetings with various stakeholders, and a Title VI analysis. Upon completing the public outreach process, a final proposal would go to the Board for approval in April. Fall 2018 schedules would be finalized in the middle of May for service to begin in the middle of August.

Recommendation:

For information only.

Financial Implications:

To be determined.

**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 | 31 | 15 | 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 | 63 | 39 | 0 | 0 | 39 | 22 | 0 | 0 | 30 | 19 | 0 | 0 | 25 | 19 | 0 | 0 |
| JAN | 49 | 26 | 2 | 0 | 45 | 21 | 0 | 0 | 33 | 16 | 0 | 0 | 29 | 16 | 0 | 0 |
| FEB | 53 | 37 | 0 | 0 | 51 | 34 | 0 | 0 | 26 | 13 | 0 | 0 | 25 | 14 | 0 | 0 |
| MAR | 50 | 33 | 0 | 0 | 43 | 24 | 0 | 0 | 29 | 17 | 0 | 0 | 21 | 13 | 0 | 0 |
| APR | 59 | 27 | 0 | 0 | 53 | 41 | 0 | 0 | 33 | 19 | 0 | 0 | 25 | 16 | 0 | 0 |
| MAY | 63 | 45 | 0 | 0 | 43 | 27 | 0 | 0 | 32 | 15 | 0 | 0 | 29 | 18 | 0 | 0 |
| JUN | 69 | 47 | 0 | 0 | 58 | 35 | 0 | 0 | 31 | 16 | 0 | 0 | 27 | 14 | 0 | 0 |
| TOTAL | 679 | 437 | 3 | 0 | 579 | 362 | 1 | 0 | 363 | 194 | 0 | 0 | 331 | 193 | 0 | 0 |

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

CCCTA LINK
MONTHLY OPERATING SUMMARY
FEBRUARY FY 16/17

17MAY 4 14:07

| SUMMARY | FEBRUARY FY 15/16 | FEBRUARY FY 16/17 | YTD FY 15/16 | YTD FY 16/17 |
|-----------------------------|----------------------|----------------------|-----------------|-----------------|
| 1 TOTAL CLIENTS | 11,879 | 10,494 | 94,844 | 90,181 |
| 2 TOTAL ATTENDANTS | 696 | 1,175 | 5,584 | 6,749 |
| 3 TOTAL COMPANIONS | 54 | 27 | 463 | 442 |
| 4 TOTAL PASSENGERS | 12,629 | 11,696 | 100,891 | 97,372 |
| 5 TOTAL SERVICE DAYS | 29 | 28 | 239 | 238 |
| 6 VEHICLE REVENUE HOURS | 6,192 | 5,155 | 50,430 | 46,427 |
| 7 VEHICLE SERVICE HOURS | 7,798 | 6,471 | 63,688 | 59,122 |
| 8 VEHICLE NON REV HOURS | 1,606 | 1,317 | 13,258 | 12,695 |
| 9 VEHICLE SERVICE MILES | 108,667 | 99,243 | 872,043 | 852,474 |
| 10 VEHICLE REVENUE MILES | 89,760 | 80,716 | 713,749 | 694,438 |
| 11 VEHICLE NON REV MILES | 18,907 | 18,527 | 158,294 | 158,036 |
| 12 PASS. PER REVENUE HOUR | 2.04 | 2.27 | 2.00 | 2.10 |
| 13 CLIENT PER REVENUE HOUR | 1.92 | 2.04 | 1.88 | 1.94 |
| 14 PASS. PER SERVICE HOUR | 1.62 | 1.81 | 1.58 | 1.65 |
| 15 PASS. PER SERVICE MILE | 0.12 | 0.12 | 0.12 | 0.11 |
| 16 PASS. PER REVENUE MILE | 0.14 | 0.14 | 0.14 | 0.14 |
| 17 TOTAL TRANSFER TRIPS | 999 | 1,061 | 7,506 | 7,233 |
| 18 SAME DAY TRIPS | 102 | 81 | 871 | 930 |
| 19 SUBSCRIPTION TRIPS | 6,525 | 5,587 | 53,929 | 47,490 |
| 20 DEMAND | 5,357 | 4,910 | 40,954 | 42,753 |
| 21 FAREBOX REVENUE | \$11,004.56 | \$8,282.91 | \$87,752.02 | \$77,404.96 |
| 22 PREPAID CLIENTS | \$7,105.00 | \$4,843.00 | \$78,126.06 | \$53,790.00 |
| 23 COLLECTED BILLING | \$19,914.00 | \$35,498.00 | \$111,342.06 | \$209,044.00 |
| 24 TOTAL REVENUE COLLECTED | \$38,023.56 | \$48,623.91 | \$277,220.14 | \$340,238.96 |
| 25 CHARGEABLE ACCIDENTS | 1 | 0 | 4 | 3 |
| 26 SERVICE COMPLAINTS | 3 | 0 | 6 | 7 |
| 27 SERVICE COMMENDATIONS | 0 | 0 | 18 | 11 |
| 28 SERVICE DENIALS | 0 | 0 | 0 | 0 |
| 29 ROAD CALLS | 3 | 1 | 19 | 12 |
| 30 DRIVER TURNOVER | 2% | 0% | 12% | 10% |
| 31 SCHEDULE ADHERENCE | 81% | 69% | 79% | 74% |
| 32 WHEELCHAIR BOARDING'S | 3,941 | 2,370 | 22,841 | 22,760 |
| 33 W/C LIFT AVAILABILITY | 100% | 100% | 100% | 100% |
| 34 REGISTERED CLIENTS | 6,478 | 5,778 | 51,747 | 49,300 |
| 35 UNDUPLICATED CLIENTS | 962 | 736 | 7,923 | 7,215 |
| 36 NO-SHOWS | 101 | 214 | 638 | 1,405 |
| 37 CANCELS | 1,342 | 1,397 | 13,572 | 15,063 |
| 38 AVG. TRIP LENGTH (MILES) | 8.6 | 8.5 | 8.6 | 8.8 |
| 39 AVG. SM BUSES IN SERVICE | 8 | 3 | 8 | 3 |
| 40 AVG. BUSES IN SERVICE | 55 | 43 | 55 | 37 |
| 41 TOTAL FUEL/GALLONS | 14,871 | 13,992 | 128,294 | 124,757 |
| 42 FLEET M.P.G. | 7.3 | 7.1 | 6.8 | 6.8 |

Trapeze-Productivity
Trip Hours Productivity

| SERV/REV HOURS LINK vs. BART HOURS | | | REFUEL |
|------------------------------------|----------------|--------------|--------|
| 6530.50 | 5214.00 | 1214.40 | 102.10 |
| 6471.39 | 5154.89 | 1316.50 | |
| <i>LINK Invoicing Calculation</i> | | | |
| | Serv. Hrs | 6,471.39 | |
| | Hourly rate | 43.83 | |
| | Total | 283,641.02 | |
| | Fixed Costs | 84,750.00 | |
| December | Telephone bill | (1,500.00) | |
| | Grand Total | \$366,891.02 | |

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)

** Turnover report /YTD also is in the report*

ontime performance and YTD run from July to the month ; Spider Report no longer.... Pulled OTP from Pass-Trapeze

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

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

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

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

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

operations-daily operations report / YTD I run from July to the month you are working

CCCTA LINK
MONTHLY OPERATING SUMMARY
MARCH FY 16/17

17MAY 4 14:06

| SUMMARY | MARCH FY 15/16 | MARCH FY 16/17 | YTD FY 15/16 | YTD FY 16/17 |
|-----------------------------|-------------------|-------------------|-----------------|-----------------|
| 1 TOTAL CLIENTS | 13,168 | 12,418 | 108,012 | 102,599 |
| 2 TOTAL ATTENDANTS | 688 | 1,867 | 6,272 | 8,616 |
| 3 TOTAL COMPANIONS | 58 | 34 | 521 | 476 |
| 4 TOTAL PASSENGERS | 13,914 | 14,319 | 114,805 | 111,691 |
| 5 TOTAL SERVICE DAYS | 31 | 31 | 270 | 269 |
| 6 VEHICLE REVENUE HOURS | 6,844 | 6,243 | 57,274 | 52,670 |
| 7 VEHICLE SERVICE HOURS | 8,514 | 7,812 | 72,202 | 66,934 |
| 8 VEHICLE NON REV HOURS | 1,671 | 1,569 | 14,928 | 14,265 |
| 9 VEHICLE SERVICE MILES | 119,403 | 118,999 | 991,446 | 971,473 |
| 10 VEHICLE REVENUE MILES | 99,430 | 96,367 | 813,179 | 790,805 |
| 11 VEHICLE NON REV MILES | 19,973 | 22,632 | 178,267 | 180,668 |
| 12 PASS. PER REVENUE HOUR | 2.03 | 2.29 | 2.00 | 2.12 |
| 13 CLIENT PER REVENUE HOUR | 1.92 | 1.99 | 1.89 | 1.95 |
| 14 PASS. PER SERVICE HOUR | 1.63 | 1.83 | 1.59 | 1.67 |
| 15 PASS. PER SERVICE MILE | 0.12 | 0.12 | 0.12 | 0.11 |
| 16 PASS. PER REVENUE MILE | 0.14 | 0.15 | 0.14 | 0.14 |
| 17 TOTAL TRANSFER TRIPS | 1076 | 1,258 | 8,582 | 8,491 |
| 18 SAME DAY TRIPS | 150 | 105 | 1,021 | 1,035 |
| 19 SUBSCRIPTION TRIPS | 7,256 | 7,071 | 61,185 | 54,561 |
| 20 DEMAND | 5,933 | 5,366 | 46,887 | 48,119 |
| 21 FAREBOX REVENUE | \$11,611.32 | \$9,702.12 | \$99,363.34 | \$87,107.08 |
| 22 PREPAID CLIENTS | \$11,203.00 | \$6,852.00 | \$89,329.06 | \$60,810.00 |
| 23 COLLECTED BILLING | \$31,690.00 | \$19,580.00 | \$143,032.06 | \$228,624.00 |
| 24 TOTAL REVENUE COLLECTED | \$54,504.32 | \$36,134.12 | \$331,724.46 | \$376,541.08 |
| 25 CHARGEABLE ACCIDENTS | 0 | 0 | 4 | 3 |
| 26 SERVICE COMPLAINTS | 2 | 1 | 8 | 8 |
| 27 SERVICE COMMENDATIONS | 1 | 1 | 19 | 12 |
| 28 SERVICE DENIALS | 0 | 0 | 0 | 0 |
| 29 ROAD CALLS | 1 | 3 | 20 | 15 |
| 30 DRIVER TURNOVER | 0% | 0% | 12% | 10% |
| 31 SCHEDULE ADHERENCE | 81% | 73% | 72% | 74% |
| 32 WHEELCHAIR BOARDING'S | 3,251 | 2,793 | 26,092 | 25,553 |
| 33 W/C LIFT AVAILABILITY | 100% | 100% | 100% | 100% |
| 34 REGISTERED CLIENTS | 7,205 | 6,817 | 58,952 | 56,117 |
| 35 UNDUPLICATED CLIENTS | 1,117 | 855 | 9,040 | 8,070 |
| 36 NO-SHOWS | 90 | 265 | 728 | 1,670 |
| 37 CANCELS | 1,568 | 2,706 | 15,140 | 17,769 |
| 38 AVG. TRIP LENGTH (MILES) | 8.6 | 8.3 | 8.6 | 8.7 |
| 39 AVG. SM BUSES IN SERVICE | 8 | 3 | 8 | 3 |
| 40 AVG. BUSES IN SERVICE | 55 | 44 | 55 | 47 |
| 41 TOTAL FUEL/GALLONS | 14,277 | 17,306 | 142,571 | 142,063 |
| 42 FLEET M.P.G. | 8.4 | 6.9 | 7.0 | 6.8 |

Trapeze-Productivity
Trip Hours Productivity

| SERV/REV HOURS | LINK vs. BART HOURS | REFUEL |
|-----------------------------------|---------------------|---------------------|
| 7857.40 | 6288.00 | 1440.00 |
| 7812.33 | 6242.93 | 1569.40 |
| <i>LINK Invoicing Calculation</i> | | |
| | Serv. Hrs | 7,812.33 |
| | Hourly rate | 43.83 |
| | Total | 342,414.42 |
| | Fixed Costs | 84,750.00 |
| December | Telephone bill | (1,500.00) |
| | <u>Grand Total</u> | <u>\$425,664.42</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)

* Turnover report /YTD also is in the report
 ontime performance and YTD run from July to the month ; Spider Report no longer.... Pulled OTP from Pass-Trapeze

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

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

operations-daily operations report / YTD I run from July to the month you are working

**CCCTA LINK
MONTHLY OPERATING SUMMARY
APRIL FY 16/17**

'17 JUN 29 10:25

| SUMMARY | APRIL FY 15/16 | APRIL FY 16/17 | YTD FY 15/16 | YTD FY 16/17 |
|-----------------------------|-------------------|-------------------|-----------------|-----------------|
| 1 TOTAL CLIENTS | 12,191 | 10,930 | 120,203 | 113,529 |
| 2 TOTAL ATTENDANTS | 638 | 1,575 | 6,910 | 10,191 |
| 3 TOTAL COMPANIONS | 40 | 23 | 561 | 499 |
| 4 TOTAL PASSENGERS | 12,869 | 12,528 | 127,674 | 124,219 |
| 5 TOTAL SERVICE DAYS | 30 | 30 | 300 | 299 |
| 6 VEHICLE REVENUE HOURS | 6,320 | 5,314 | 63,594 | 57,984 |
| 7 VEHICLE SERVICE HOURS | 7,841 | 6,614 | 80,043 | 73,549 |
| 8 VEHICLE NON REV HOURS | 1,521 | 1,300 | 16,450 | 15,565 |
| 9 VEHICLE SERVICE MILES | 110,263 | 100,062 | 1,101,709 | 1,071,535 |
| 10 VEHICLE REVENUE MILES | 91,599 | 81,379 | 904,778 | 872,184 |
| 11 VEHICLE NON REV MILES | 18,664 | 18,683 | 196,931 | 199,351 |
| 12 PASS. PER REVENUE HOUR | 2.04 | 2.36 | 2.01 | 2.14 |
| 13 CLIENT PER REVENUE HOUR | 1.93 | 2.06 | 1.89 | 1.96 |
| 14 PASS. PER SERVICE HOUR | 1.64 | 1.89 | 1.60 | 1.69 |
| 15 PASS. PER SERVICE MILE | 0.12 | 0.13 | 0.12 | 0.12 |
| 16 PASS. PER REVENUE MILE | 0.14 | 0.15 | 0.14 | 0.14 |
| 17 TOTAL TRANSFER TRIPS | 1037 | 1,091 | 9,619 | 9,582 |
| 18 SAME DAY TRIPS | 105 | 111 | 1,126 | 1,146 |
| 19 SUBSCRIPTION TRIPS | 6,694 | 6,168 | 67,879 | 60,729 |
| 20 DEMAND | 5,508 | 4,766 | 52,395 | 52,885 |
| 21 FAREBOX REVENUE | \$10,972.25 | \$8,955.80 | \$110,335.59 | \$96,062.88 |
| 22 PREPAID CLIENTS | \$4,455.05 | \$5,604.00 | \$93,784.11 | \$66,414.00 |
| 23 COLLECTED BILLING | \$22,702.00 | \$24,258.00 | \$165,734.06 | \$252,882.00 |
| 24 TOTAL REVENUE COLLECTED | \$38,129.30 | \$38,817.80 | \$369,853.76 | \$415,358.88 |
| 25 CHARGEABLE ACCIDENTS | 0 | 1 | 4 | 4 |
| 26 SERVICE COMPLAINTS | 0 | 1 | 8 | 9 |
| 27 SERVICE COMMENDATIONS | 4 | 2 | 23 | 14 |
| 28 SERVICE DENIALS | 0 | 0 | 0 | 0 |
| 29 ROAD CALLS | 3 | 3 | 23 | 18 |
| 30 DRIVER TURNOVER | 3% | 1% | 15% | 11% |
| 31 SCHEDULE ADHERENCE | 81% | 73% | 86% | 74% |
| 32 WHEELCHAIR BOARDING'S | 4,158 | 3,527 | 30,250 | 29,080 |
| 33 W/C LIFT AVAILABILITY | 100% | 100% | 100% | 100% |
| 34 REGISTERED CLIENTS | 6,672 | 5,987 | 65,624 | 62,104 |
| 35 UNDUPLICATED CLIENTS | 1,013 | 768 | 10,053 | 8,838 |
| 36 NO-SHOWS | 87 | 228 | 815 | 1,898 |
| 37 CANCELS | 1,261 | 1,346 | 16,401 | 19,115 |
| 38 AVG. TRIP LENGTH (MILES) | 8.6 | 8.0 | 8.6 | 8.6 |
| 39 AVG. SM BUSES IN SERVICE | 8 | 3 | 8 | 3 |
| 40 AVG. BUSES IN SERVICE | 55 | 42 | 55 | 47 |
| 41 TOTAL FUEL/GALLONS | 15,728 | 14,384 | 158,299 | 156,447 |
| 42 FLEET M.P.G. | 7.0 | 7.0 | 7.0 | 6.8 |

Agenda Item 7.a

TO: O&S Committee

DATE: May 24, 2017

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 2017

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>Annual Goal</u> |
|--------------------------|----------------------|----------------|------------------------|
| | <u>Current Month</u> | <u>YTD Avg</u> | |
| Total Passengers | 273,392 | | |
| Average Weekday | 12,303 | 12,731 | |
| Pass/Rev Hour | 15.7 | 15.8 | Standard Goal > 17.0 |
| Missed Trips | 0.18% | 0.14% | Standard Goal < 0.25% |
| Miles between Road Calls | 33,029 | 39,210 | Standard Goal > 18,000 |

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in April (12,303 passengers) than March (13,297 passengers) and lower than April 2016 (13,812 passengers).

Passengers per hour in April was 15.7, which is lower than 16.8 in March and lower than April 2016 when passengers per hour was 16.5.

The percentage of missed trips in April was 0.18%, higher than the prior month (0.17%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 33,029 miles in April, lower than the prior month in which there were 74,936 miles between roadcalls. The 12 month average is 39,210 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 273,392 passengers in April, 197,567 passengers had the potential to use a Clipper card aboard County Connection since 75,826 either used an employee sponsored program or the midday free program. About 29.3% of the 273,392 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 | |
|---|----------------|---------------------------------|----------------------------|-------------|--------------------------|-----------|--|----------------|
| April 2017 - Fixed Route Boardings | 271,373 | Revenue Hours - | April 2017 | 17,289 | Weekdays - Apr17 | 20 | Fiscal 2017 YTD | 2,914,857 |
| | | | April 2016 | 19,081 | Apr16 | 21 | | |
| Special Event - BART Bus Bridge | 2,019 | Revenue Miles - | April 2017 | 197,905 | Saturdays - Apr17 | 5 | Fiscal 2016 YTD | 3,086,933 |
| | | | April 2016 | 206,991 | Apr16 | 5 | | |
| | | | | | Sundays - Apr17 | 5 | | |
| | | | | | Apr16 | 4 | | |
| April 2017 Total Boardings | 273,392 | | Passengers per Mile | 1.4 | Total Days - 2017 | 30 | YTD Trend | (5.6%) |
| April 2016 Total Boardings | 314,822 | | Passengers per Hour | 15.8 | 2016 | 30 | Monthly Trend | (13.2%) |

| April 2017 Fixed Route Passenger Total | | | | | | April 2017 Weekday Average | April 2017 Passengers per Revenue Hour |
|--|---|----------------|---------------|---------------|----------------|----------------------------------|--|
| Route | Destination Information | Weekday | Saturday | Sunday | Total | | |
| 1 (1M) | Rossmoor / Shadelands | 6,987 | | | 6,987 | 349 | 11.0 |
| 2 | Rudgear / Walnut Creek | 362 | | | 362 | 18 | 5.6 |
| 3 | Martinez Community Shuttle | 1,428 | | | 1,428 | 71 | 4.9 |
| 4 | Walnut Creek Downtown Shuttle | 17,159 | 3,060 | 2,251 | 22,470 | 858 | 25.0 |
| 4H ** | Walnut Creek Extended Holiday Service | - | - | - | - | | #VALUE! |
| 5 | Creekside / Walnut Creek | 10,398 | | | 10,398 | 520 | 27.9 |
| 6 | Lafayette / Moraga / Orinda | 8,414 | 505 | 385 | 9,304 | 421 | 12.5 |
| 7 | Shadelands / Pleasant Hill / Walnut Creek | 8,250 | | | 8,250 | 413 | 19.4 |
| 9 | DVC / Walnut Creek | 10,321 | | | 10,321 | 516 | 15.3 |
| 10 | Concord / Clayton Rd | 20,980 | | | 20,980 | 1,049 | 21.9 |
| 11 | Treat Blvd / Oak Grove | 6,123 | | | 6,123 | 306 | 16.8 |
| 14 | Monument Blvd | 11,943 | | | 11,943 | 597 | 15.1 |
| 15 | Treat Boulevard | 9,343 | | | 9,343 | 467 | 15.6 |
| 16 | Alhambra Ave / Monument Blvd | 14,984 | | | 14,984 | 749 | 14.4 |
| 17 | Olivera/Solano / Salvio / North Concord | 5,155 | | | 5,155 | 258 | 13.9 |
| 18 | Amtrak / Merello / Pleasant Hill | 8,198 | | | 8,198 | 410 | 13.1 |
| 19 | Amtrak / Pacheco Blvd / Concord | 2,742 | | | 2,742 | 137 | 9.9 |
| 20 | DVC / Concord | 19,929 | | | 19,929 | 996 | 21.7 |
| 21 | Walnut Creek / San Ramon Transit Center | 10,905 | | | 10,905 | 545 | 11.3 |
| 25 | Lafayette / Walnut Creek | 1,372 | | | 1,372 | 69 | 7.5 |
| 28 | North Concord / Martinez | 6,129 | | | 6,129 | 306 | 10.1 |
| 35 | Dougherty Valley | 11,070 | | | 11,070 | 553 | 16.6 |
| 36 | San Ramon / Dublin | 4,728 | | | 4,728 | 236 | 8.9 |
| 91X | Concord Commuter Express | 994 | | | 994 | 50 | 10.4 |
| 92X | Ace Shuttle Express | 3,570 | | | 3,570 | 179 | 15.2 |
| 93X | Kirker Pass Express | 3,592 | | | 3,592 | 180 | 11.8 |
| 95X | San Ramon / Danville Express | 3,472 | | | 3,472 | 174 | 18.0 |
| 96X | Bishop Ranch Express | 10,671 | | | 10,671 | 534 | 16.3 |
| 97X | Bishop Ranch Express | 1,684 | | | 1,684 | 84 | 9.4 |
| 98X | Martinez Express | 6,639 | | | 6,639 | 332 | 16.6 |
| 250 * | Gael Rail Service | 19 | 72 | 65 | 156 | 2 | 1.6 |
| 260 * | Cal State East Bay / Concord Bart | 306 | | | 306 | 19 | 2.0 |
| 301 | Rossmoor / John Muir Medical Center | | 358 | 220 | 578 | | 6.5 |
| 310 | Concord Bart / Clayton Rd / Kirker Pass | | 2,281 | 1,781 | 4,062 | | 23.7 |
| 311 | Concord / Oak Grove / Treat Blvd / WC | | 1,075 | 877 | 1,952 | | 12.5 |
| 314 | Clayton Rd / Monument Blvd / PH | | 3,105 | 2,241 | 5,346 | | 19.1 |
| 315 | Concord / Willow Pass / Landana | | 295 | 205 | 500 | | 7.9 |
| 316 | Alhambra / Merello / Pleasant Hill | | 1,575 | 1,134 | 2,710 | | 13.6 |
| 320 | DVC / Concord | | 931 | 561 | 1,492 | | 11.5 |
| 321 | San Ramon / Walnut Creek | | 1,225 | 1,104 | 2,329 | | 11.7 |
| Alamo Creek * | Alamo Creek / BART Walnut Creek | 402 | | | 402 | 20 | 2.5 |
| 600's | Select Service | 17,798 | | | 17,798 | 890 | 36.8 |
| TOTALS | | 246,067 | 14,482 | 10,824 | 271,373 | 12,303 | 15.7 |

* Data from LINK Operators ** Seasonal Routes

**MONTHLY BOARDINGS
Operations Data Summary**

| Fixed Route Boardings | | Passengers by Revenue Hrs/Miles | | | Service Days | | Fiscal YTD Comparison Passenger Boardings | |
|----------------------------------|---------|---------------------------------|----------|---------|-------------------|----|--|-----------|
| May 2017 - Fixed Route Boardings | 309,394 | Revenue Hours - | May 2017 | 18,754 | Weekdays - May17 | 22 | Fiscal 2017 YTD | 3,224,251 |
| Special Event - | | Revenue Miles - | May 2016 | 19,080 | May16 | 21 | Fiscal 2016 YTD | 3,401,934 |
| | | | May 2017 | 215,920 | Saturdays - May17 | 4 | | |
| | | | May 2016 | 206,794 | May16 | 4 | | |
| | | | | | Sundays - May17 | 4 | | |
| | | | | | May16 | 5 | | |
| May 2017 Total Boardings | 309,394 | Passengers per Mile | | 1.4 | Total Days - 2017 | 30 | YTD Trend | (5.2%) |
| May 2016 Total Boardings | 315,001 | Passengers per Hour | | 16.5 | 2016 | 30 | Monthly Trend | (1.8%) |

| May 2017 Fixed Route Passenger Total | | | | | | May 2017 Weekday Average | May 2017 Passengers per Revenue Hour |
|--------------------------------------|---|----------------|---------------|--------------|----------------|--------------------------------|--|
| Route | Destination Information | Weekday | Saturday | Sunday | Total | | |
| 1 (IM) | Rossmoor / Shadelands | 8,394 | - | - | 8,394 | 382 | 12.0 |
| 2 | Rudgear / Walnut Creek | 354 | - | - | 354 | 16 | 5.0 |
| 3 | Martinez Community Shuttle | 1,907 | - | - | 1,907 | 87 | 6.0 |
| 4 | Walnut Creek Downtown Shuttle | 20,179 | 2,183 | 2,082 | 24,444 | 917 | 26.2 |
| 5 | Creekside / Walnut Creek | 11,574 | - | - | 11,574 | 526 | 28.2 |
| 6 | Lafayette / Moraga / Orinda | 10,024 | 464 | 397 | 10,884 | 456 | 13.7 |
| 7 | Shadelands / Pleasant Hill / Walnut Creek | 9,633 | - | - | 9,633 | 438 | 20.5 |
| 9 | DVC / Walnut Creek | 11,499 | - | - | 11,499 | 523 | 15.5 |
| 10 | Concord / Clayton Rd | 25,057 | - | - | 25,057 | 1,139 | 23.7 |
| 11 | Treat Blvd / Oak Grove | 7,031 | - | - | 7,031 | 320 | 17.6 |
| 14 | Monument Blvd | 13,527 | - | - | 13,527 | 615 | 15.5 |
| 15 | Treat Boulevard | 11,321 | - | - | 11,321 | 515 | 17.2 |
| 16 | Alhambra Ave / Monument Blvd | 17,373 | - | - | 17,373 | 790 | 15.2 |
| 17 | Olivera/Solano / Salvio / North Concord | 5,432 | - | - | 5,432 | 247 | 13.3 |
| 18 | Amtrak / Merello / Pleasant Hill | 9,963 | - | - | 9,963 | 453 | 14.5 |
| 19 | Amtrak / Pacheco Blvd / Concord | 3,178 | - | - | 3,178 | 144 | 10.5 |
| 20 | DVC / Concord | 22,496 | - | - | 22,496 | 1,023 | 22.2 |
| 21 | Walnut Creek / San Ramon Transit Center | 12,493 | - | - | 12,493 | 568 | 11.7 |
| 25 | Lafayette / Walnut Creek | 1,430 | - | - | 1,430 | 65 | 7.1 |
| 28 | North Concord / Martinez | 6,498 | - | - | 6,498 | 295 | 9.8 |
| 35 | Dougherty Valley | 13,189 | - | - | 13,189 | 599 | 18.2 |
| 36 | San Ramon / Dublin | 5,478 | - | - | 5,478 | 249 | 9.3 |
| 91X | Concord Commuter Express | 1,297 | - | - | 1,297 | 59 | 12.3 |
| 92X | Ace Shuttle Express | 4,305 | - | - | 4,305 | 196 | 16.7 |
| 93X | Kirker Pass Express | 3,841 | - | - | 3,841 | 175 | 11.5 |
| 95X | San Ramon / Danville Express | 4,052 | - | - | 4,052 | 184 | 19.1 |
| 96X | Bishop Ranch Express | 11,617 | - | - | 11,617 | 528 | 16.1 |
| 97X | Bishop Ranch Express | 2,094 | - | - | 2,094 | 95 | 10.7 |
| 98X | Martinez Express | 7,691 | - | - | 7,691 | 350 | 17.4 |
| 250 * | Gael Rail Service | 16 | 34 | 30 | 80 | 2 | 0.4 |
| 260 * | Cal State East Bay / Concord Bart | 268 | - | - | 268 | 15 | 1.6 |
| 301 | Rossmoor / John Muir Medical Center | - | 292 | 181 | 473 | - | 6.3 |
| 310 | Concord Bart / Clayton Rd / Kirker Pass | - | 1,794 | 1,741 | 3,536 | - | 25.6 |
| 311 | Concord / Oak Grove / Treat Blvd / WC | - | 969 | 700 | 1,669 | - | 13.5 |
| 314 | Clayton Rd / Monument Blvd / PH | - | 2,291 | 1,764 | 4,055 | - | 18.1 |
| 315 | Concord / Willow Pass / Landana | - | 246 | 176 | 422 | - | 8.1 |
| 316 | Alhambra / Merello / Pleasant Hill | - | 1,160 | 899 | 2,059 | - | 12.9 |
| 320 | DVC / Concord | - | 688 | 536 | 1,225 | - | 12.0 |
| 321 | San Ramon / Walnut Creek | - | 926 | 776 | 1,702 | - | 10.7 |
| Alamo Creek * | Alamo Creek / BART Walnut Creek | 459 | - | - | 459 | 21 | 2.6 |
| 600's | Select Service | 25,395 | - | - | 25,395 | 1,154 | 36.6 |
| TOTALS | | 289,065 | 11,047 | 9,281 | 309,394 | 13,139 | 16.5 |

* Data from LINK Operators ** Seasonal Routes

TO: O&S Committee

DATE: June 21, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 2017

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 | 309,394 | | |
| Average Weekday | 13,139 | 12,768 | |
| Pass/Rev Hour | 16.5 | 15.9 | Standard Goal > 17.0 |
| Missed Trips | 0.22% | 0.15% | Standard Goal < 0.25% |
| Miles between Road Calls | 26,322 | 35,783 | Standard Goal > 18,000 |

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in May (13,139 passengers) than April (12,303 passengers) and lower than May 2016 (13,869 passengers).

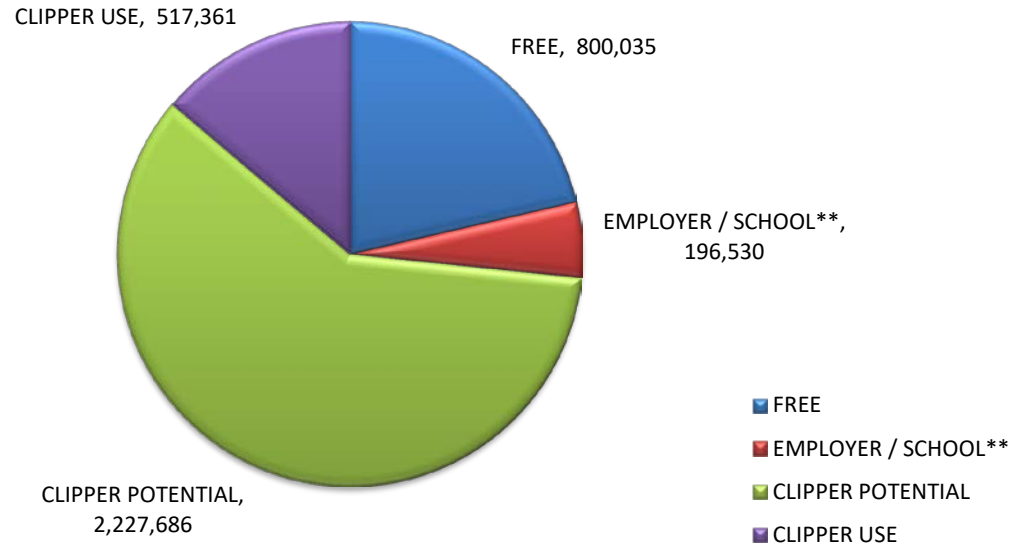
Passengers per hour in May was 16.5, which is higher than 15.7 in April and equal to May 2016 when passengers per hour was 16.5.

The percentage of missed trips in May was 0.22%, higher than the prior month (0.18%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 26,322 miles in May, lower than the prior month in which there were 33,029 miles between roadcalls. The 12 month average is 35,783 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 309,394 passengers in May, 224,758 passengers had the potential to use a Clipper card aboard County Connection since 84,636 either used an employee sponsored program or the midday free program. About 29.3% of the 224,758 potential Clipper card users paid using Clipper during this month.

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 | 293,238 | 70,765 | 25,044 | 197,429 | 40,456 | 20.5% |
| Dec-16 | 267,672 | 70,200 | 20,585 | 176,887 | 35,755 | 20.2% |
| Jan-17 | 274,886 | 66,467 | 23,126 | 185,293 | 40,307 | 21.8% |
| Feb-17 | 266,662 | 67,441 | 5,965 | 193,256 | 53,756 | 27.8% |
| Mar-17 | 325,741 | 80,349 | 6,208 | 239,184 | 69,363 | 29.0% |
| Apr-17 | 273,392 | 70,955 | 4,871 | 197,567 | 57,958 | 29.3% |
| May-17 | 309,394 | 79,096 | 5,539 | 224,758 | 65,917 | 29.3% |
| Jun-17 | - | - | - | - | - | - |
| Grand Total | 3,224,251 | 800,035 | 196,530 | 2,227,686 | 517,361 | 23% |

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude SYP

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

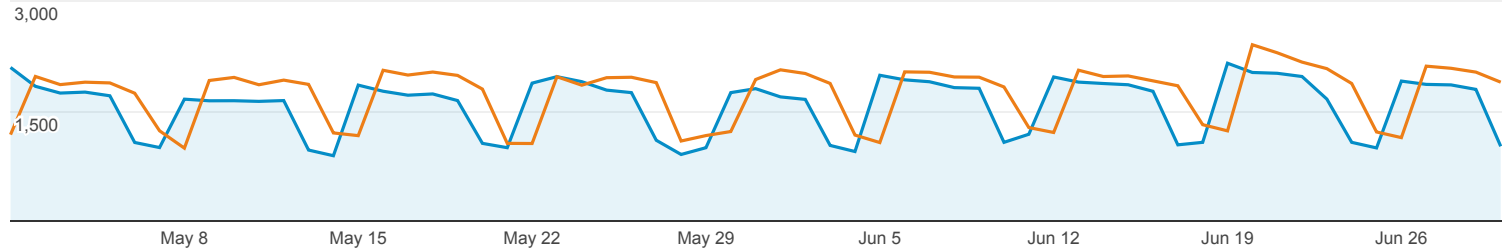
Visitor Report

May 1, 2017 - Jun 30, 2017
 Compare to: May 1, 2016 - Jun 30, 2016

All Users
 +0.00% Sessions

Report Tab

May 1, 2017 - Jun 30, 2017: ● Sessions
 May 1, 2016 - Jun 30, 2016: ● Sessions



| User Type | Mobile (Including Tablet) | Sessions | Users | Pageviews | Avg. Session Duration | Pages / Session |
|-----------------------------|---------------------------|------------------------------|-----------------------------|-------------------------------|---------------------------------|-------------------------|
| | | 8.48% ↓ 96,661 vs 105,614 | 7.32% ↓ 41,846 vs 45,152 | 6.06% ↓ 278,148 vs 296,091 | 1.77% ↓ 00:02:44 vs 00:02:47 | 2.64% ↑ 2.88 vs 2.80 |
| 1. Returning Visitor | Yes | | | | | |
| May 1, 2017 - Jun 30, 2017 | | 51,064 (52.83%) | 11,337 (22.29%) | 130,725 (47.00%) | 00:02:41 | 2.56 |
| May 1, 2016 - Jun 30, 2016 | | 54,987 (52.06%) | 11,758 (21.40%) | 146,434 (49.46%) | 00:02:51 | 2.66 |
| % Change | | -7.13% | -3.58% | -10.73% | -5.50% | -3.87% |
| 2. New Visitor | Yes | | | | | |
| May 1, 2017 - Jun 30, 2017 | | 22,876 (23.67%) | 22,860 (44.94%) | 60,937 (21.91%) | 00:02:21 | 2.66 |
| May 1, 2016 - Jun 30, 2016 | | 23,956 (22.68%) | 23,937 (43.58%) | 65,073 (21.98%) | 00:02:22 | 2.72 |
| % Change | | -4.51% | -4.50% | -6.36% | -1.08% | -1.93% |
| 3. New Visitor | No | | | | | |
| May 1, 2017 - Jun 30, 2017 | | 12,789 (13.23%) | 12,779 (25.12%) | 49,342 (17.74%) | 00:03:12 | 3.86 |
| May 1, 2016 - Jun 30, 2016 | | 14,670 (13.89%) | 14,657 (26.68%) | 47,278 (15.97%) | 00:02:58 | 3.22 |
| % Change | | -12.82% | -12.81% | 4.37% | 7.37% | 19.72% |
| 4. Returning Visitor | No | | | | | |
| May 1, 2017 - Jun 30, 2017 | | 9,932 (10.28%) | 3,894 (7.65%) | 37,144 (13.35%) | 00:03:11 | 3.74 |
| May 1, 2016 - Jun 30, 2016 | | 12,001 (11.36%) | 4,580 (8.34%) | 37,306 (12.60%) | 00:03:00 | 3.11 |
| % Change | | -17.24% | -14.98% | -0.43% | 5.76% | 20.31% |

Rows 1 - 4 of 4

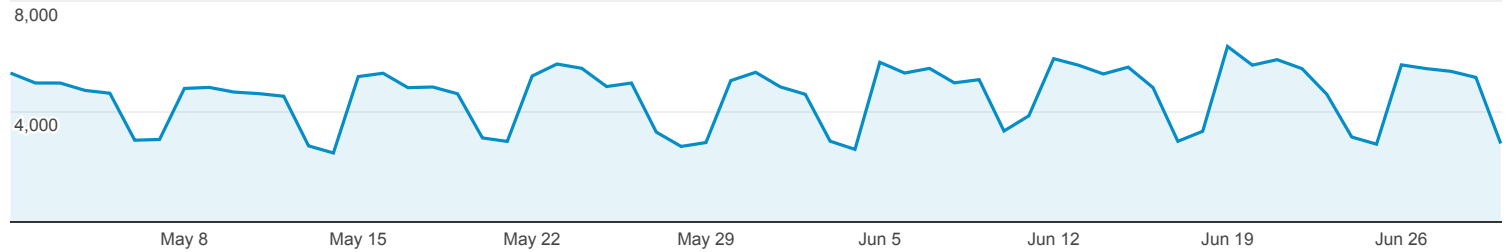
May 1, 2017 - Jun 30, 2017

Pages

All Users
 100.00% Pageviews

Explorer

● **Pageviews**



| Page | Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|--|--|--|--|--|--|--|--|
| | 278,155 % of Total: 100.00% (278,155) | 200,673 % of Total: 100.00% (200,673) | 00:01:27 Avg for View: 00:01:27 (0.00%) | 96,603 % of Total: 100.00% (96,603) | 39.89% Avg for View: 39.89% (0.00%) | 34.73% Avg for View: 34.73% (0.00%) | \$0.00 % of Total: 0.00% (\$0.00) |
| 1. /maps-schedules/ | 74,545 (26.80%) | 43,348 (21.60%) | 00:00:42 | 23,304 (24.12%) | 14.97% | 13.92% | \$0.00 (0.00%) |
| 2. / | 38,389 (13.80%) | 28,852 (14.38%) | 00:00:51 | 26,287 (27.21%) | 18.63% | 25.54% | \$0.00 (0.00%) |
| 3. /mobile-schedules/ | 9,155 (3.29%) | 5,495 (2.74%) | 00:00:38 | 4,379 (4.53%) | 8.47% | 14.19% | \$0.00 (0.00%) |
| 4. /fares/ | 6,646 (2.39%) | 5,237 (2.61%) | 00:01:50 | 1,628 (1.69%) | 58.62% | 36.23% | \$0.00 (0.00%) |
| 5. /schedule/18/ | 5,547 (1.99%) | 4,317 (2.15%) | 00:02:31 | 1,057 (1.09%) | 72.44% | 45.57% | \$0.00 (0.00%) |
| 6. /schedule/9/ | 5,313 (1.91%) | 4,176 (2.08%) | 00:03:04 | 1,156 (1.20%) | 75.52% | 50.59% | \$0.00 (0.00%) |
| 7. /schedule/16/ | 5,254 (1.89%) | 4,132 (2.06%) | 00:02:39 | 1,010 (1.05%) | 75.45% | 47.26% | \$0.00 (0.00%) |
| 8. /schedule/20/ | 4,980 (1.79%) | 4,154 (2.07%) | 00:03:00 | 1,165 (1.21%) | 78.34% | 57.57% | \$0.00 (0.00%) |
| 9. /schedule/98X/ | 4,844 (1.74%) | 3,911 (1.95%) | 00:03:05 | 2,042 (2.11%) | 74.44% | 56.96% | \$0.00 (0.00%) |
| 10. /maps-schedules/route-6/ | 4,813 (1.73%) | 4,265 (2.13%) | 00:06:06 | 3,980 (4.12%) | 82.67% | 81.65% | \$0.00 (0.00%) |
| 11. /schedule/15/ | 4,699 (1.69%) | 3,661 (1.82%) | 00:03:16 | 888 (0.92%) | 73.99% | 51.27% | \$0.00 (0.00%) |
| 12. /schedule/21/ | 4,372 (1.57%) | 3,449 (1.72%) | 00:02:57 | 806 (0.83%) | 78.44% | 52.40% | \$0.00 (0.00%) |
| 13. /schedule/14/ | 4,303 (1.55%) | 3,427 (1.71%) | 00:02:55 | 923 (0.96%) | 73.51% | 49.64% | \$0.00 (0.00%) |
| 14. /schedule/35/ | 4,284 (1.54%) | 3,260 (1.62%) | 00:03:06 | 867 (0.90%) | 82.07% | 55.86% | \$0.00 (0.00%) |
| 15. /schedule/5/ | 4,019 (1.44%) | 3,427 (1.71%) | 00:03:39 | 1,354 (1.40%) | 82.94% | 66.71% | \$0.00 (0.00%) |
| 16. /maps-schedules/route-10/?route=10 | 3,652 (1.31%) | 3,039 (1.51%) | 00:03:15 | 713 (0.74%) | 79.83% | 55.83% | \$0.00 (0.00%) |
| 17. /schedule/4/ | 3,625 (1.30%) | 2,935 (1.46%) | 00:03:16 | 1,372 (1.42%) | 76.46% | 61.85% | \$0.00 (0.00%) |
| 18. /schedule/11/ | 3,574 (1.28%) | 2,830 (1.41%) | 00:02:10 | 553 (0.57%) | 69.78% | 40.01% | \$0.00 (0.00%) |
| 19. /maps-schedules/route-6/?route=6 | 3,525 (1.27%) | 2,991 (1.49%) | 00:04:01 | 1,137 (1.18%) | 84.71% | 69.62% | \$0.00 (0.00%) |
| 20. /fares/clipper-card/ | 3,486 | 2,764 | 00:01:42 | 1,966 | 80.99% | 63.97% | \$0.00 |

| | | | | | | | | | | |
|-----|--|-------------------------|--|------------------|--|----------|------------------|---------|--------|-------------------|
| | | (1.25%) | | (1.38%) | | (2.04%) | | (0.00%) | | |
| 21. | /schedule/95X/ | 3,239 (1.16%) | | 2,555 (1.27%) | | 00:02:12 | 1,157 (1.20%) | 59.67% | 44.52% | \$0.00 (0.00%) |
| 22. | /schedule/28/ | 2,924 (1.05%) | | 2,245 (1.12%) | | 00:02:48 | 575 (0.60%) | 73.57% | 45.25% | \$0.00 (0.00%) |
| 23. | /maps-schedules/route-96x/?route=96X | 2,891 (1.04%) | | 2,300 (1.15%) | | 00:02:54 | 953 (0.99%) | 71.74% | 54.17% | \$0.00 (0.00%) |
| 24. | /about/real-time-bus-tracker/ | 2,788 (1.00%) | | 2,049 (1.02%) | | 00:02:17 | 804 (0.83%) | 42.08% | 48.96% | \$0.00 (0.00%) |
| 25. | /driver-login/ | 2,611 (0.94%) | | 1,633 (0.81%) | | 00:02:58 | 1,032 (1.07%) | 43.01% | 55.73% | \$0.00 (0.00%) |
| 26. | /schedule/7/ | 2,594 (0.93%) | | 2,035 (1.01%) | | 00:02:15 | 677 (0.70%) | 73.89% | 53.05% | \$0.00 (0.00%) |
| 27. | /schedule/19/ | 2,316 (0.83%) | | 1,716 (0.86%) | | 00:01:57 | 244 (0.25%) | 61.48% | 30.22% | \$0.00 (0.00%) |
| 28. | /schedule/17/ | 2,306 (0.83%) | | 1,899 (0.95%) | | 00:02:53 | 483 (0.50%) | 78.10% | 53.60% | \$0.00 (0.00%) |
| 29. | /schedule/316/ | 2,287 (0.82%) | | 1,767 (0.88%) | | 00:02:55 | 436 (0.45%) | 66.21% | 51.16% | \$0.00 (0.00%) |
| 30. | /how-to-ride/ | 2,212 (0.80%) | | 1,709 (0.85%) | | 00:00:32 | 74 (0.08%) | 25.68% | 8.82% | \$0.00 (0.00%) |
| 31. | /about/ | 2,147 (0.77%) | | 1,708 (0.85%) | | 00:00:42 | 198 (0.20%) | 42.93% | 23.38% | \$0.00 (0.00%) |
| 32. | /maps-schedules/route-96x/ | 2,101 (0.76%) | | 1,807 (0.90%) | | 00:03:58 | 1,501 (1.55%) | 71.84% | 67.49% | \$0.00 (0.00%) |
| 33. | /schedule/314/ | 2,089 (0.75%) | | 1,715 (0.85%) | | 00:02:53 | 430 (0.45%) | 72.33% | 52.56% | \$0.00 (0.00%) |
| 34. | /schedule/1/ | 1,930 (0.69%) | | 1,392 (0.69%) | | 00:02:14 | 183 (0.19%) | 67.03% | 36.11% | \$0.00 (0.00%) |
| 35. | /about/jobs/ | 1,825 (0.66%) | | 1,056 (0.53%) | | 00:02:03 | 463 (0.48%) | 29.72% | 45.32% | \$0.00 (0.00%) |
| 36. | /schedule/310/ | 1,764 (0.63%) | | 1,482 (0.74%) | | 00:03:34 | 432 (0.45%) | 72.92% | 59.86% | \$0.00 (0.00%) |
| 37. | /schedule/36/ | 1,762 (0.63%) | | 1,319 (0.66%) | | 00:02:02 | 216 (0.22%) | 72.15% | 39.27% | \$0.00 (0.00%) |
| 38. | /maps-schedules/route-10/ | 1,722 (0.62%) | | 1,485 (0.74%) | | 00:03:52 | 1,049 (1.09%) | 74.93% | 67.02% | \$0.00 (0.00%) |
| 39. | /link/ | 1,661 (0.60%) | | 1,266 (0.63%) | | 00:00:59 | 712 (0.74%) | 49.30% | 34.74% | \$0.00 (0.00%) |
| 40. | /schedule/93X/ | 1,626 (0.58%) | | 1,283 (0.64%) | | 00:02:50 | 666 (0.69%) | 72.97% | 53.87% | \$0.00 (0.00%) |
| 41. | /schedule/97X/ | 1,598 (0.57%) | | 1,258 (0.63%) | | 00:02:25 | 614 (0.64%) | 57.33% | 44.24% | \$0.00 (0.00%) |
| 42. | /schedule/311/ | 1,523 (0.55%) | | 1,241 (0.62%) | | 00:02:16 | 273 (0.28%) | 69.34% | 44.12% | \$0.00 (0.00%) |
| 43. | /maps-schedules/600-select-service/ | 1,428 (0.51%) | | 656 (0.33%) | | 00:01:31 | 89 (0.09%) | 43.33% | 25.91% | \$0.00 (0.00%) |
| 44. | /schedule/321/ | 1,372 (0.49%) | | 1,122 (0.56%) | | 00:03:01 | 273 (0.28%) | 78.39% | 58.16% | \$0.00 (0.00%) |
| 45. | /schedule/320/ | 1,252 (0.45%) | | 1,037 (0.52%) | | 00:02:40 | 246 (0.25%) | 71.54% | 49.68% | \$0.00 (0.00%) |
| 46. | /fares/where-to-buy/ | 1,222 (0.44%) | | 923 (0.46%) | | 00:02:06 | 259 (0.27%) | 57.92% | 36.82% | \$0.00 (0.00%) |
| 47. | /schedule/1M/ | 1,059 (0.38%) | | 835 (0.42%) | | 00:01:41 | 194 (0.20%) | 59.79% | 33.99% | \$0.00 (0.00%) |
| 48. | /schedule/3/ | 959 (0.34%) | | 722 (0.36%) | | 00:01:21 | 61 (0.06%) | 63.33% | 24.61% | \$0.00 (0.00%) |
| 49. | /fares/online-purchase/ | 952 (0.34%) | | 469 (0.23%) | | 00:00:20 | 21 (0.02%) | 52.38% | 7.04% | \$0.00 (0.00%) |
| 50. | /how-to-ride/paying-your-fare/ | 884 (0.32%) | | 731 (0.36%) | | 00:01:16 | 91 (0.09%) | 48.35% | 17.31% | \$0.00 (0.00%) |

