

## 2015 ANNUAL COMPLAINT / DEMAND LETTER DATA CAPTURED

**JANUARY TOTAL: 293**

FEDERAL:	138	47% OF TOTAL
STATE:	140	48% OF TOTAL
DEMAND:	15	5% OF TOTAL

**FEBRUARY TOTAL: 163**

FEDERAL:	67	41% OF TOTAL
STATE:	79	48% OF TOTAL
DEMAND:	17	11% OF TOTAL

**MARCH TOTAL: 310**

FEDERAL:	128	41% OF TOTAL
STATE:	124	40% OF TOTAL
DEMAND:	58	19% OF TOTAL

**APRIL TOTAL: 234**

FEDERAL:	76	32% OF TOTAL
STATE:	65	28% OF TOTAL
DEMAND:	93	40% OF TOTAL

**MAY TOTAL: 270**

FEDERAL:	61	23% OF TOTAL
STATE:	154	57% OF TOTAL
DEMAND:	55	20% OF TOTAL

**JUNE TOTAL: 195**

FEDERAL:	76	41% OF TOTAL
STATE:	82	39% OF TOTAL
DEMAND:	7	20% OF TOTAL

**JULY TOTAL: 197**

FEDERAL:	81	41% OF TOTAL
STATE:	92	47% OF TOTAL
DEMAND:	24	12% OF TOTAL

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**AUGUST TOTAL: 209**

FEDERAL:	65	31% OF TOTAL
STATE:	70	33% OF TOTAL
DEMAND:	74	36% OF TOTAL

**SEPTEMBER TOTAL: 193**

FEDERAL:	71	37% OF TOTAL
STATE:	101	52% OF TOTAL
DEMAND:	21	11% OF TOTAL

**OCTOBER TOTAL: 325**

FEDERAL:	122	38% OF TOTAL
STATE:	144	44% OF TOTAL
DEMAND:	59	18% OF TOTAL

**NOVEMBER TOTAL: 237**

FEDERAL:	108	46% OF TOTAL
STATE:	117	49% OF TOTAL
DEMAND:	12	5% OF TOTAL

**DECEMBER TOTAL: (DECEMBER CURRENTLY UNDER ANALYSIS)**

FEDERAL:  
STATE:  
DEMAND:

**JAN-NOV 2015 CUMULATIVE TOTALS BELOW**

<b>OVERALL:</b>	<b>2626</b>	
FEDERAL:	993	38% OF TOTAL
STATE:	1168	44% OF TOTAL
DEMAND:	435	18% OF TOTAL

**PRIOR YEAR OVERALL TOTALS:**

2014 Year:	3178
2013 Year:	3047

**JAN-NOV MONTHLY AVERAGE**

<b>OVERALL:</b>	<b>239</b>	
FEDERAL:	90	38% OF TOTAL
STATE:	106	44% OF TOTAL
DEMAND:	40	18% OF TOTAL

## OCTOBER - DECEMBER 2015 CASE RESOLUTION DATA CAPTURED

### MONTHLY TOTALS:

**OCTOBER TOTAL: 127**  
(October 10th to the end of the month)

**NOVEMBER TOTAL: 170**  
(Entire month)

**DECEMBER TOTAL: 44**  
(December 1st to December 10th)

**CUMULATIVE TOTAL THUS FAR: 327**

### TOTAL PER 30-DAY PERIOD:

**OCT 10 TO NOV 10: 192**

**NOV 10 TO DEC 10: 135**

**\*\* DUE TO THE IMMEDIACY REGARDING THE IMPLEMENTATION OF THIS MANDATE, CCDA IS CURRENTLY REVIEWING THE PROCESSES BY WHICH WE WILL CAPTURE, RECORD, AND REPORT THIS DATA. CURRENTLY WE ARE MANUALLY CAPTURING THE DATA LISTED BELOW:**

- \*CASE TITLE
- \*CASE NUMBER
- \*FILED IN FEDERAL OR STATE COURT
- \*DATE COMPLAINT WAS FILED OR DEMAND LETTER DELIVERY
- \*NAME OF PLAINTIFF COUNSEL AND STATE BAR NUMBER
- \*DEFENDANT'S BUSINESS NAME
- \*IF AN EARLY EVALUATION CONFERENCE WAS REQUESTED/OCCURRED/DATE
- \*IF A SITE INSPECTION WAS REQUESTED/OCCURRED/DATE
- \*MANNER OF RESOLUTION (SETTLEMENT/JUDGMENT/DISMISSAL)

### **CCDA IS REQUESTING THE FOLLOWING NON-REQUIRED INFORMATION:**

- \*WHETHER DAMAGES OR A MONETARY SETTLEMENT WAS RECEIVED
- \*DETAILS OF THE RELIEF OBTAINED SO WE MAY REPORT ON THE STATUS AND TYPE OF INCREASED ACCESSIBILITY ACROSS CALIFORNIA

# CCDA WEBSITE ANALYTICS, NOV 1 TO PRESENT

**NUMBER OF SESSIONS:** 1240

A session is a period in which a user is actively engaged with the website

**NUMBER OF USERS:** 1002

A user is a person who has had at least one session within the date range. This number includes new and returning users.

**AVERAGE PAGES PER SESSION:** 2.27

**AVERAGE SESSION DURATION:** 1m, 53s

**% OF NEW SESSIONS:** 80.73%

This is an estimate of the percentage of first-time site visits

**BOUNCE RATE:** 67.18%

% of single-page visits where the user does not interact with the website and possibly leaves the website.

## **ANALYSIS BY LOCALE:**

**Sacramento:** most sessions during this time period are from Sacramento, 208 of the total. Only 37% of sessions in the Sacramento region are new, indicating that most visitors in this region are repeat visitors - only 77 users were "New." The bounce rate is 41% (far below overall average), pages visited per session are 4.47, and the average time spent on the website is nearly 5 minutes (both far above overall average).

**Los Angeles:** there were 62 sessions in LA during this time period. New sessions counted for 94% of the 62 sessions, but this is because there is less frequent traffic to our website from LA. 58 of the 62 total users from this region were counted as "New," meaning that we need more time to ascertain how many repeat users are from this region. However, the Bounce Rate was only 50%, average Pages Per Session were 2.4 (on par with overall average), and the average Session Duration was 1 minute and 56 seconds (on par with overall average).

**San Francisco:** there were 52 sessions from SF during this period, 88% of which are deemed "New." However, there were 46 "New Users" - until more time passes, we cannot accurately assess how many repeat visitors and sessions are from this region. The Bounce Rate is 73% (above the overall average), Pages Per Session is 1.63 (below overall average), and the average Session Duration is 35 seconds (far below overall average).

**San Diego:** there were 29 sessions from the San Diego region during this period, 75% of which are "New." Similar to San Francisco and Los Angeles, we need more time to ascertain the return rate and frequency of users and sessions in this region. The Bounce Rate is 55.17% (below overall average), Pages Per Session is 2.34 (on par with overall average), and average Session Duration is 2 minutes and 11 seconds (slightly above the overall average).

**Oakland:** only 16 sessions were recorded in Oakland, 87% of which are "New," however the Bounce Rate is only 43% (far below overall average), Pages Per Session is 3.06 (above overall average), and the average Session Duration is 2 minutes and 44 seconds (above overall average).

**Orange:** Orange, CA has a low rate of sessions, but users in this area spend over 5 minutes on our webpage on average and view an average of 3.27 pages. The average Bounce Rate in Orange is only 54% (below overall average).