

## MONTHLY OPERATIONS REPORT November 2019

	Nov-19	Oct-19	Percent Change	Nov-18	Percent Change
<b>PASSENGERS</b>					
Adult	36,915	18,423	100.4%	37,184	-0.7%
Senior	1,670	2,041	-18.2%	1,719	-2.9%
Disabled	602	803	-25.0%	830	-27.5%
Wheelchair	231	287	-19.5%	285	-18.9%
Child	5,247	2,515	108.6%	5,531	-5.1%
Child under 5	143	282	-49.3%	278	-48.6%
<b>Total Passengers</b>	<b>44,808</b>	<b>24,351</b>	<b>84.0%</b>	<b>45,827</b>	<b>-2.2%</b>
<b>FARES</b>	<b>\$25,866.40</b>	<b>\$32,106.55</b>	<b>-19.4%</b>	<b>\$27,296.30</b>	<b>-5.2%</b>
<b>SERVICE MILES</b>	<b>62,747</b>	<b>64,675</b>	<b>-3.0%</b>	<b>67,302</b>	<b>-6.8%</b>
<b>SERVICE HOURS</b>	<b>3,772</b>	<b>3,626</b>	<b>4.0%</b>	<b>3,871</b>	<b>-2.6%</b>
<b>Passengers per Hour</b>	<b>11.88</b>	<b>6.72</b>	<b>76.9%</b>	<b>11.84</b>	<b>0.3%</b>

<b>RIDERSHIP COMPARISON</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				
<b>Route</b>	<b>Nov-19</b>	<b>Nov-18</b>	<b>Variance</b>	<b>% Change</b>
Mammoth Express	377	372	5	1.3%
Lone Pine Express	231	223	8	3.6%
Lone Pine DAR	311	296	15	5.1%
Tecopa	10	9	1	11.1%
Walker DAR	25	115	-90	-78.3%
Bridgeport to G'Ville	10	18	-8	-44.4%
Benton to Bishop	44	53	-9	-17.0%
Bishop DAR	3,051	3,485	-434	-12.5%
Nite Rider	357	314	43	13.7%
Mammoth FR	14,112	16,536	-2,424	-14.7%
Mammoth DAR	107	141	-34	-24.1%
Reno	436	415	21	5.1%
Lancaster	367	364	3	0.8%
MMSA	25,370	23,486	1,884	8.0%
<b>TOTALS</b>	<b>44,808</b>	<b>45,827</b>	<b>-1,019</b>	<b>-2.2%</b>

<b>PASSENGERS PER SERVICE HOUR</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				<b>PAX MILES/</b>
<b>Route</b>	<b>Nov-19</b>	<b>Nov-18</b>	<b>% Change</b>	<b>SVC HOUR</b>
Mammoth Express	5.10	4.83	5.5%	
Lone Pine Express	2.59	2.31	12.2%	
Lone Pine DAR	2.47	2.22	11.3%	
Tecopa	0.77	0.68	12.5%	
Walker DAR	0.21	0.77	-73.0%	
Bridgeport to G'Ville	0.93	0.73	27.5%	
Benton to Bishop	2.75	3.88	-29.2%	
Bishop DAR	3.56	3.97	-10.4%	
Nite Rider	4.73	4.56	3.8%	
Mammoth FR	13.90	15.43	-9.9%	
Mammoth DAR	0.70	0.86	-18.3%	
Reno	1.75	1.51	16.2%	146.03
Lancaster	1.69	1.64	2.7%	158.34
MMSA	33.64	34.43	-2.3%	
<b>Total</b>	<b>11.88</b>	<b>11.84</b>	<b>0.3%</b>	

Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Svc Hours	Yd Mi	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
<b>Nov-19</b>																	
Mammoth Express	\$1767.50	336	32	0	0	0	9	377	84	74	3,324	3,274	4.69	.54	5.10	45.0	0.12
Lone Pine Express	\$1,147.00	107	103	11	2	2	6	231	105	89	4,352	4,112	4.97	.28	2.59	48.8	0.06
Lone Pine DAR	\$768.00	16	158	71	0	66	0	311	132	126	1,197	1,184	2.47	.65	2.47	9.5	0.26
Tecopa	\$50.50	2	8	0	0	0	0	10	13	13	268	268	5.05	.19	.77	20.6	0.04
Walker DAR	\$80.70	6	5	14	0	0	0	25	128	121	345	333	3.23	.24	.21	2.9	0.08
Bridgeport to G'Vill	\$52.00	0	0	10	0	0	0	10	13	11	363	204	5.20	.25	.93	33.8	0.05
Benton to Bishop	\$246.00	18	15	11	0	0	0	44	32	16	1,309	663	5.59	.37	2.75	81.8	0.07
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$7,292.40	1,186	1,171	395	211	12	76	3,051	928	858	9,927	9,143	2.39	.80	3.56	116	0.33
Nite Rider	\$1,440.00	276	14	40	15	6	6	357	78	76	981	977	4.03	1.47	4.73	13.0	0.37
Mammoth FR	\$0.00	12,372	0	3	0	1,737	0	14,112	1,060	1,015	13,183	12,700	N/A	N/A	13.90	13.0	1.11
Mammoth DAR	\$250.90	68	10	0	0	0	29	107	155	153	470	429	2.34	.58	.70	3.1	0.25
Reno	\$7,341.65	321	78	29	1	3	4	436	267	249	10,576	9,906	16.84	.74	1.75	42.4	0.04
Lancaster	\$5,429.75	249	76	18	2	9	13	367	241	217	10,257	10,035	14.79	.54	1.69	47.2	0.04
M MSA	\$0.00	21,958	0	0	0	3,412	0	25,370	790	754	10,111	9,519	N/A	N/A	33.64	13.4	2.67
<b>Total</b>	<b>\$25,866.40</b>	<b>36,915</b>	<b>1,670</b>	<b>602</b>	<b>231</b>	<b>5,247</b>	<b>143</b>	<b>44,808</b>	<b>4,024</b>	<b>3,772</b>	<b>66,663</b>	<b>62,747</b>	<b>.58</b>	<b>.41</b>	<b>11.88</b>	<b>17.7</b>	<b>0.71</b>
<b>Nov-18</b>																	
Mammoth Express	\$2,132.75	321	25	3	3	10	10	372	88	77	3,507	3,421	5.73	.62	4.83	45.6	0.11
Lone Pine Express	\$1,120.75	113	66	17	19	6	2	223	113	97	4,446	4,321	5.03	.26	2.31	46.1	0.05
Lone Pine DAR	\$738.80	50	110	93	4	38	1	296	140	134	1,298	1,276	2.50	.58	2.22	9.7	0.23
Tecopa	\$45.00	0	9	0	0	0	0	9	13	13	347	347	5.00	.13	.68	26.4	0.03
Walker DAR	\$303.00	3	0	12	0	0	0	115	160	150	563	432	2.63	.70	.77	3.8	0.27
Bridgeport to G'Vill	\$120.00	3	7	8	0	0	0	18	29	25	543	449	6.67	.27	.73	22.0	0.04
Benton to Bishop	\$291.50	26	15	10	0	1	1	53	29	14	1,244	625	5.50	.47	3.88	91.1	0.08
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$7,556.60	1,114	1,295	482	241	125	228	3,485	951	878	9,809	10,840	2.17	.70	3.97	112	0.32
Nite Rider	\$1,261.20	242	28	30	10	1	3	314	70	69	918	903	4.02	1.40	4.56	13.3	0.35
Mammoth FR	\$0.00	14,318	0	5	0	2,213	0	16,536	1,119	1,072	14,042	13,379	N/A	N/A	15.43	13.1	1.24
Mammoth DAR	\$336.80	83	16	14	0	4	24	141	165	165	424	345	2.39	.98	.86	2.6	0.41
Reno	\$7,735.25	296	64	25	7	21	2	415	292	276	12,452	11,693	18.64	.66	1.51	45.2	0.04
Lancaster	\$5,654.65	229	84	31	1	12	7	364	242	222	10,651	10,437	15.53	.54	1.64	48.1	0.03
M MSA	\$0.00	20,386	0	0	0	3,100	0	23,486	718	682	9,239	8,834	.00	.00	34.43	13.5	2.66
<b>Total</b>	<b>\$27,296.30</b>	<b>37,184</b>	<b>1,719</b>	<b>830</b>	<b>285</b>	<b>5,531</b>	<b>278</b>	<b>45,827</b>	<b>4,129</b>	<b>3,871</b>	<b>69,483</b>	<b>67,302</b>	<b>.60</b>	<b>.41</b>	<b>11.84</b>	<b>17.9</b>	<b>0.68</b>

VARIANCE BY ROUTE (RAW NUMBERS) – November 2019 to November 2018																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$365.25	15	7	-3	-3	-10	-1	5	-4	-3	-183	-147	-1.04	-0.08	0.27	-0.60	0.01
Lone Pine Express	\$26.25	-6	37	-6	-17	-4	4	8	-8	-7	-94	-209	-0.06	0.02	0.28	2.78	0.00
Lone Pine DAR	\$29.20	-34	48	-22	-4	28	-1	15	-8	-8	-101	-92	-0.03	0.07	0.25	-0.22	0.03
Tecopa	\$5.50	2	-1	0	0	0	0	1	0	0	-79	-79	0.05	0.06	0.09	-5.74	0.01
Walker DAR	-\$222.30	3	5	-98	0	0	0	-90	-32	-29	-218	-99	0.59	-0.46	-0.56	-0.90	-0.19
Bridgeport to G'Ville	-\$68.00	-3	-7	2	0	0	0	-8	-16	-14	-180	-245	-1.47	-0.01	0.20	11.75	0.01
Benton to Bishop	-\$45.50	-8	0	1	0	-1	-1	-9	3	2	65	38	0.09	-0.10	-1.13	-9.32	-0.02
Bishop DAR	-\$264.20	72	-124	-87	-30	-113	-152	-434	-24	-20	118	-1697	0.22	0.10	-0.41	0.40	0.01
Nite Rider	\$178.80	34	-14	10	5	5	3	43	8	7	63	74	0.02	0.08	0.17	-0.33	0.02
Mammoth FR	\$0.00	-1946	0	-2	0	-476	0	-2424	-59	-56	-859	-679	N/A	N/A	-1.53	-0.12	-0.12
Mammoth DAR	-\$85.90	-15	-6	-14	0	-4	5	-34	-11	-12	46	84	-0.04	-0.39	-0.16	0.50	-0.16
Reno	-\$393.60	25	14	4	-6	-18	2	21	-25	-27	-1876	-1787	-1.80	0.08	0.24	-2.73	0.01
Lancaster	-\$224.90	20	-8	-13	1	-3	6	3	-2	-4	-394	-402	-0.74	0.00	0.04	-0.91	0.00
MMSA	\$0.00	1,572	0	0	0	312	0	1,884	72	72	872	685					

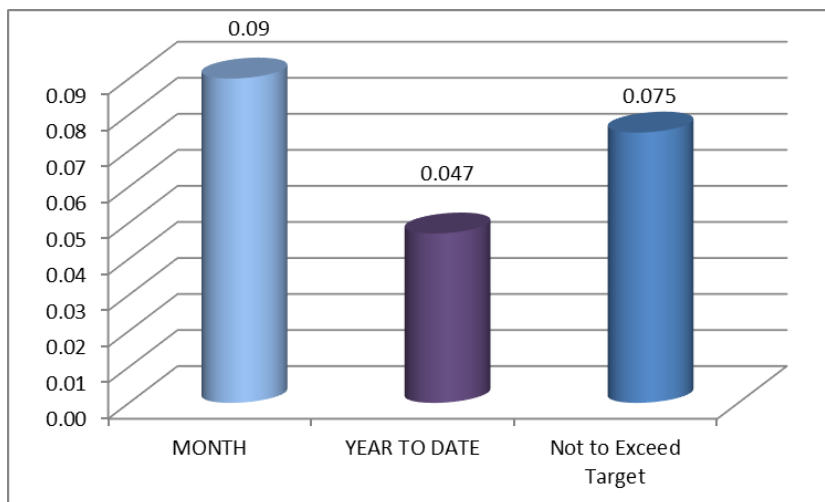
VARIANCE BY ROUTE (PERCENTAGE) – November 2019 to November 2018																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-17%	5%	28%	-100%	-100%	-100%	-10%	1%	-5%	-4%	-5%	-4%	-18%	-13%	6%	-1%	6%
Lone Pine Express	2%	-5%	56%	-35%	-89%	-67%	200%	4%	-7%	-8%	-2%	-5%	-1%	8%	12%	6%	9%
Lone Pine DAR	4%	-68%	44%	-24%	-100%	74%	-100%	5%	-6%	-6%	-8%	-7%	-1%	12%	11%	-2%	13%
Tecopa	12%		-11%					11%	-1%	-1%	-23%	-23%	1%	45%	13%	-22%	44%
Walker DAR	-73%	100%		-88%				-78%	-20%	-19%	-39%	-23%	23%	-65%	-73%	-24%	-72%
Bridgeport to G'Ville	-57%	-100%	-100%	25%				-44%	-55%	-56%	-33%	-55%	-22%	-5%	27%	53%	22%
Benton to Bishop	-16%	-31%	0%	10%		-100%	-100%	-17%	10%	17%	5%	6%	2%	-20%	-29%	-10%	-22%
Bishop DAR	-3.5%	6.5%	-9.6%	-18.0%	-12.4%	-90.4%	-66.7%	-12.5%	-2.5%	-2.3%	12%	-15.7%	10.2%	14.4%	-10.4%	3.6%	3.8%
Nite Rider	14%	14%	-50%	33%	50%	500%	100%	14%	12%	10%	7%	8%	0%	6%	4%	-2%	5%
Mammoth FR		-14%		-40%		-22%		-15%	-5%	-5%	-6%	-5%	N/A	N/A	-10%	-1%	-10%
Mammoth DAR	-26%	-18%	-38%	-100%		-100%	21%	-24%	-7%	-7%	11%	24%	-2%	-40%	-18%	19%	-39%
Reno	-5%	8%	22%	16%	-86%	-86%	100%	5%	-9%	-10%	-15%	-15%	-10%	12%	16%	-6%	24%
Lancaster	-4%	9%	-10%	-42%	100%	-25%	86%	1%	-1%	-2%	-4%	-4%	-5%	0%	3%	-2%	5%
MMSA		8%				10%		8%	10%	11%	9%	8%					

## Customer Comments

There were five comments received for the month of November 2019.

- 11/4: A Customer called in that they were confused by the operational differences and transition between the MMSA “Red Line” and ESTA Red Line.
- 11/11: A customer called to complain that they were made late for work by a Town Trolley driver that stopped the bus at a stop, and exited to purchase food. Driver advised to make meal arrangements before shift.
- 11/19: A customer called to complain about the Dial-a-Ride reservation policy and that he thought the dispatcher was rude to him. The reservation policy was explained to the customer, and properly dealing with difficult customers was discussed with the dispatcher.
- 11/25: A long time customer of Bishop Dial-a-Ride called to compliment driver Ron Lowe for helping his wife and he in and out of their destination, and the bus multiple times that day.
- 11/29: A customer wrote in that they were confused by the limited holiday schedule on the day after Thanksgiving.

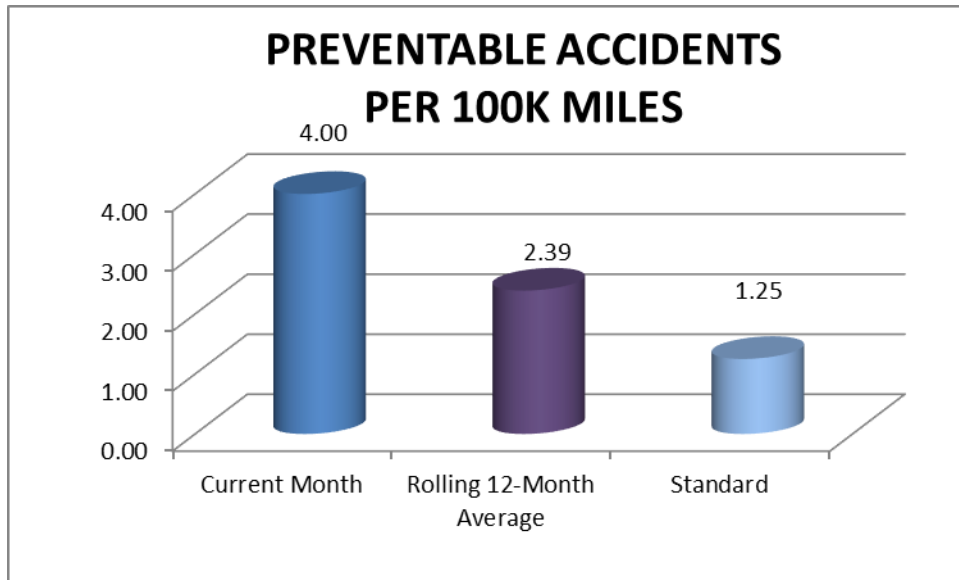
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There were four preventable accidents in November 2019.

- 11/2: Bishop Dial-a-Ride driver drove away from fuel pump with nozzle inserted. Only damage was to the nozzle break-away device.
- 11/6: Mammoth Express driver backed into a pole in the Bishop ESTA yard.
- 11/11: Night Trolley driver clipped a snow stake near Stop 4.
- 11/16: Red Line driver hit a trolley with a bus in the Mammoth ESTA yard.



## Missed Runs

There were 49 missed/late runs in November 2019.

- 11/1: Two Purple Line runs missed due to driver no call, no show.
- 11/6: Walker DAR reduced hours due to staffing issue.
- 11/13: Walker DAR reduced hours due to staffing issue.
- 11/16: Night Trolley 3 did not operate, no driver.
- 11/18: Four Blue/Yellow Line runs missed due to driver no call, no show.
- 11/20: Night Trolley 2 did not operate, no driver. One Night Trolley 1 run missed due to mechanical issue. Walker DAR reduced hours due to staffing issue.
- 11/21: Night Trolley 3 did not operate, no driver.
- 11/23: Night Trolley 3 did not operate, no driver.
- 11/26: Night Trolley 3 did not operate, no driver.
- 11/27: Night Trolley 3 did not operate, no driver. Bridgeport-Gardnerville cancelled due to road closure.

\*11/26-11/28: Red Line, Purple Line, Blue/Yellow Line had delayed start of 30-90 minutes due to heavy snow accumulation overnight where parts of route were inaccessible.

## Road Call Frequency

There were no road calls during the month of November 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 8 vehicle exchanges during the month of November 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.90 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles
Feb-19	1	5	78666	1.27
Mar-19	0	7	88385	0.00
Apr-19	2	6	85782	2.33
May-19	1	5	66050	1.51
Jun-19	1	8	65973	1.52
Jul-19	1	16	105637	0.95
Aug-19	0	11	109797	0.00
Sep-19	0	12	72042	0.00
Oct-19	1	8	68833	1.45
Nov-19	0	8	66663	0.00

## Bishop Area Dial-A-Ride Wait Times

Wait times for the Bishop Area Dial-A-Ride (Mon. through Fri., 7:00 a.m. – 6:00 p.m.)

NOVEMBER 2019			
		PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	1,789	79.8%	
Average Wait Time (min.):	15		< 20 Minutes
Trips > 30 Minute Wait:	126	7.0%	< 5%
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	453	20.2%	
On Time Trips (± 10 min.)	364	80.4%	
<b>TOTAL SCHEDULED TRIPS</b>			
No-Shows Including Checkpoints	240	10.7%	
No-Shows Excluding Checkpoints	164	7.3%	
Cancellations	76	3.4%	