

MONTHLY OPERATIONS REPORT MARCH 2020

	Mar-20	Feb-20	Percent Change	Mar-19	Percent Change
PASSENGERS					
Adult	47,348	112,765	-58.0%	124,810	-62.1%
Senior	1,394	1,787	-22.0%	1,917	-27.3%
Disabled	492	723	-32.0%	854	-42.4%
Wheelchair	169	288	-41.3%	325	-48.0%
Child	3,049	10,651	-71.4%	11,810	-74.2%
Child under 5	139	166	-16.3%	466	-70.2%
Total Passengers	52,591	126,380	-58.4%	140,182	-62.5%
FARES	\$22,695.40	\$27,067.98	-16.2%	\$33,570.15	-32.4%
SERVICE MILES	74,363	77,520	-4.1%	84,702	-12.2%
SERVICE HOURS	4,757	4,938	-3.6%	5,361	-11.3%
Passengers per Hour	11.05	25.60	-56.8%	26.15	-57.7%

RIDERSHIP COMPARISON				
REPORT MONTH - THIS YEAR/LAST YEAR				
Route	Mar-20	Mar-19	Variance	% Change
Mammoth Express	314	534	-220	-41.2%
Lone Pine Express	182	241	-59	-24.5%
Lone Pine DAR	402	367	35	9.5%
Tecopa	6	9	-3	-33.3%
Walker DAR	34	98	-64	-65.3%
Bridgeport to G'Ville	20	14	6	42.9%
Benton to Bishop	27	22	5	22.7%
Bishop DAR	2,555	3,686	-1,131	-30.7%
Nite Rider	159	373	-214	-57.4%
Mammoth FR	11,839	28,120	-16,281	-57.9%
Mammoth DAR	105	605	-500	-82.6%
Reno	429	524	-95	-18.1%
Lancaster	258	451	-193	-42.8%
MMSA	36,261	104,470	-68,209	-65.3%
TOTALS	52,591	140,182	-87,591	-62.5%

PASSENGERS PER SERVICE HOUR				
REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/
Route	Mar-20	Mar-19	% Change	SVC HOUR
Mammoth Express	3.94	6.99	-43.7%	
Lone Pine Express	1.84	2.32	-20.5%	
Lone Pine DAR	2.59	2.50	3.7%	
Tecopa	0.55	0.78	-29.8%	
Walker DAR	0.20	0.62	-67.7%	
Bridgeport to G'Ville	0.91	0.57	60.1%	
Benton to Bishop	1.89	1.63	15.7%	
Bishop DAR	2.83	4.03	-29.8%	
Nite Rider	3.09	5.04	-38.7%	
Mammoth FR	12.15	30.00	-59.5%	
Mammoth DAR	0.55	3.32	-83.5%	
Reno	1.55	1.93	-19.8%	124.70
Lancaster	1.16	2.05	-43.3%	124.21
MMSA	22.85	49.95	-54.2%	
Total	11.05	26.15	-57.7%	

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
Mar-20																	
Mammoth Express	\$1699.50	279	30	3	0	1	1	314	95	80	3,771	3,646	5.41	.47	3.94	47.3	0.09
Lone Pine Express	\$903.00	97	73	7	1	3	1	182	120	99	4,832	4,635	4.96	.19	1.84	48.9	0.04
Lone Pine DAR	\$1043.80	20	290	38	5	49	0	402	163	155	1,590	1,587	2.60	.66	2.59	10.2	0.25
Tecopa	\$30.00	0	6	0	0	0	0	6	11	11	263	263	5.00	.11	.55	23.9	0.02
Walker DAR	\$130.80	22	5	6	1	0	0	34	176	169	596	519	3.85	.25	.20	3.5	0.07
Bridgeport to G'Vill	\$114.00	0	0	20	0	0	0	20	25	22	381	363	5.70	.31	.91	17.4	0.06
Benton to Bishop	\$153.50	10	13	4	0	0	0	27	28	14	1212	626	5.69	.25	1.89	84.8	0.04
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$5,955.20	1,039	872	362	157	15	110	2,555	975	904	8,480	7,421	2.33	.80	2.83	9.4	0.34
Nite Rider	\$630.60	109	0	39	4	4	3	159	52	52	625	610	3.97	1.03	3.09	12.1	0.26
Mammoth FR	\$0.00	11,150	0	0	0	689	0	11,839	1,029	974	12,445	11,820	N/A	N/A	12.15	12.8	1.00
Mammoth DAR	\$276.00	87	0	0	0	0	18	105	195	191	598	521	2.63	.53	.55	3.1	0.20
Reno	\$7,533.00	289	59	7	1	73	0	429	298	277	12,381	12,113	17.56	.62	1.55	44.7	0.04
Lancaster	\$4,226.00	200	46	5	0	1	6	258	243	222	10,741	10,593	16.38	.40	1.16	48.3	0.02
MMSA	\$0.00	34,046	0	1	0	2,214	0	36,261	1,666	1,587	20,676	19,646	N/A	N/A	22.85	13.0	1.85
Total	\$22,695.40	47,348	1,394	492	169	3,049	139	52,591	5,076	4,757	78,591	74,363	.43	.31	11.05	16.5	0.71
Mar-19																	
Mammoth Express	\$2,819.50	474	36	4	5	13	2	534	90	76	3,654	3,566	5.28	.79	6.99	47.9	0.15
Lone Pine Express	\$1,147.50	108	83	24	24	2	0	241	124	104	5,001	4,682	4.76	.25	2.32	48.1	0.05
Lone Pine DAR	\$944.00	11	206	63	26	61	0	367	154	147	1,792	1,788	2.57	.53	2.50	12.2	0.21
Tecopa	\$45.00	0	9	0	0	0	0	9	12	12	316	316	5.00	.14	.78	27.3	0.03
Walker DAR	\$240.60	0	3	94	0	1	0	98	168	158	720	597	2.46	.40	.62	4.6	0.16
Bridgeport to G'Vill	\$98.00	0	2	12	0	0	0	14	30	25	853	560	7.00	.18	.57	34.8	0.03
Benton to Bishop	\$114.00	8	9	3	0	0	2	22	27	13	1,185	601	5.18	.19	1.63	87.9	0.04
Specials	\$0.00	218	0	0	0	0	0	218	34	32	76	59	N/A	N/A			
Bishop DAR	\$8,362.50	1,287	1,368	552	224	44	211	3,686	981	915	10,218	9,497	2.27	.88	4.03	11.2	0.39
Nite Rider	\$1,462.60	262	37	43	10	10	11	373	75	74	933	897	3.92	1.63	5.04	12.6	0.42
Mammoth FR	\$0.00	25,862	0	1	0	2,257	0	28,120	991	937	12,279	11,591	N/A	N/A	30.00	13.1	2.43
Mammoth DAR	\$985.20	318	28	0	19	9	231	605	183	182	831	721	1.63	1.37	3.32	4.6	0.84
Reno	\$9,754.50	391	68	34	10	18	3	524	290	272	11,624	11,325	18.62	.86	1.93	42.8	0.05
Lancaster	\$7,581.75	328	68	22	7	20	6	451	245	220	10,716	10,533	16.81	.72	2.05	48.6	0.04
MMSA	\$0.00	95,093	0	2	0	9,375	0	104,470	2,198	2,092	26,565	25,215	.00	.00	49.95	12.7	4.14
Total	\$33,570.15	124,810	1,917	854	325	11,810	466	140,182	5,723	5,361	89,805	84,702	.24	.40	26.15	16.8	1.66

VARIANCE BY ROUTE (RAW NUMBERS) – March 2020 to March 2019																	
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	-\$1,120.00	-195	-6	-1	-5	-12	-1	-220	6	3	117	80	0.13	-0.32	-3.06	-0.55	-0.06
Lone Pine Express	-\$244.50	-11	-10	-17	-23	1	1	-59	-4	-5	-169	-47	0.20	-0.05	-0.47	0.84	-0.01
Lone Pine DAR	\$99.80	9	84	-25	-21	-12	0	35	9	8	-202	-201	0.02	0.13	0.09	-1.95	0.05
Tecopa	-\$15.00	0	-3	0	0	0	0	-3	-1	-1	-53	-53	0.00	-0.03	-0.23	-3.37	-0.01
Walker DAR	-\$109.80	22	2	-88	1	-1	0	-64	8	12	-124	-78	1.39	-0.15	-0.42	-1.04	-0.10
Bridgeport to G'Ville	\$16.00	0	-2	8	0	0	0	6	-5	-3	-472	-197	-1.30	0.14	0.34	-17.39	0.03
Benton to Bishop	\$39.50	2	4	1	0	0	-2	5	1	1	27	25	0.50	0.06	0.26	-3.13	0.01
Bishop DAR	-\$2,407.30	-248	-496	-190	-67	-29	-101	-1131	-7	-11	-1738	-2076	0.06	-0.08	-1.20	-1.79	-0.04
Nite Rider	-\$832.00	-153	-37	-4	-6	-6	-8	-214	-23	-23	-308	-287	0.04	-0.60	-1.95	-0.47	-0.16
Mammoth FR	\$0.00	-14712	0	-1	0	-1568	0	-16281	38	37	166	229	N/A	N/A	-17.85	-0.32	-142
Mammoth DAR	-\$709.20	-231	-28	0	-19	-9	-213	-500	12	9	-233	-200	1.00	-0.84	-2.77	-1.43	-0.64
Reno	-\$2,221.50	-102	-9	-27	-9	55	-3	-95	8	6	757	788	-1.06	-0.24	-0.38	1.87	-0.01
Lancaster	-\$3,355.75	-128	-22	-17	-7	-19	0	-193	-1	2	25	60	-0.43	-0.32	-0.89	-0.31	-0.02
MMSA	\$0.00	-61,047	0	-1	0	-7,161	0	-68,209	-531	-505	-5,889	-5,569					

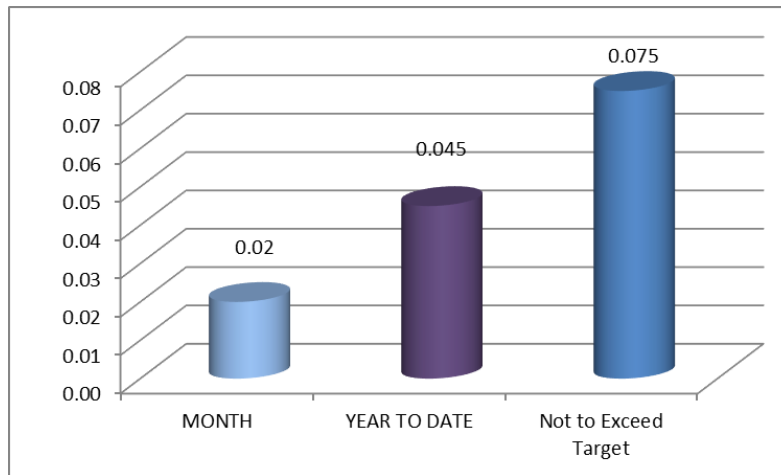
VARIANCE BY ROUTE (PERCENTAGE) – March 2020 to March 2019																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SV C MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-40%	-41%	-17%	-25%	-100%	-92%	-50%	-41%	6%	4%	3%	2%	3%	-41%	-44%	-1%	-42%
Lone Pine Express	-21%	-10%	-12%	-71%	-96%	50%		-24%	-3%	-5%	-3%	-1%	4%	-21%	-20%	2%	-24%
Lone Pine DAR	11%	82%	41%	-40%	-81%	-20%		10%	6%	6%	-11%	-11%	1%	25%	4%	-16%	23%
Tecopa	-33%		-33%					-33%	-5%	-5%	-17%	-17%	0%	-20%	-30%	-12%	-20%
Walker DAR	-46%		67%	-94%		-100%		-65%	5%	7%	-17%	-13%	57%	-37%	-68%	-23%	-60%
Bridgeport to G'Ville	16%		-100%	67%				43%	-16%	-11%	-55%	-35%	-19%	79%	60%	-50%	120%
Benton to Bishop	35%	25%	44%	33%			-100%	23%	2%	6%	2%	4%	10%	29%	16%	-4%	18%
Bishop DAR	-28.8%	-19.3%	-36.3%	-34.4%	-29.9%	-65.9%	-47.9%	-30.7%	-0.7%	-12%	-17.0%	-21.9%	2.7%	-8.9%	-29.8%	-16.0%	-11.3%
Nite Rider	-57%	-58%	-100%	-9%	-60%	-60%	-73%	-57%	-31%	-30%	-33%	-32%	1%	-37%	-39%	-4%	-37%
Mammoth FR		-57%		-100%		-69%		-58%	4%	4%	1%	2%	N/A	N/A	-59%	-2%	-59%
Mammoth DAR	-72%	-73%	-100%		-100%	-100%	-92%	-83%	6%	5%	-28%	-28%	61%	-61%	-83%	-31%	-76%
Reno	-23%	-26%	-13%	-79%	-90%	306%	-100%	-18%	3%	2%	7%	7%	-6%	-28%	-20%	4%	-23%
Lancaster	-44%	-39%	-32%	-77%	-100%	-95%	0%	-43%	-1%	1%	0%	1%	-3%	-45%	-43%	-1%	-43%
MMSA		-64%		-50%		-76%		-65%	-24%	-24%	-22%	-22%					

Customer Comments

There was 1 comment received for the month of March 2020.

- 3/11: A customer emailed to complain that a Red Line driver closed the door before he could board the bus from the rear door. An email reply explaining our loading policy of loading from the front (pre-COVID) was sent and no reply with more details about the incident was received.

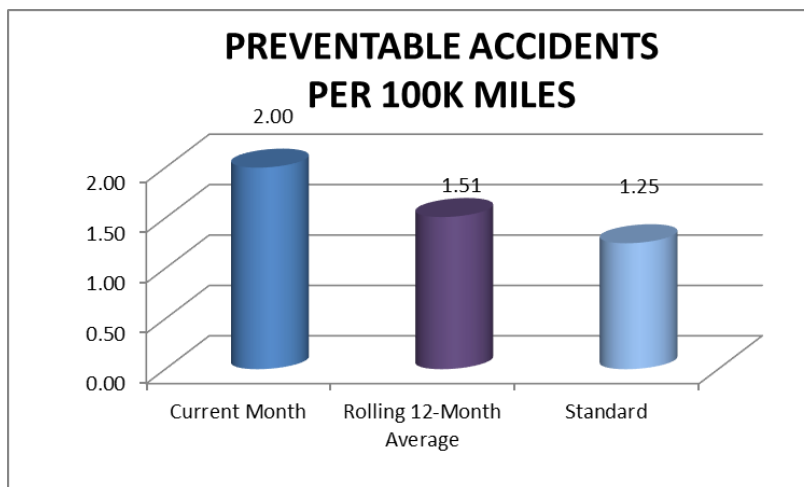
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were two preventable accidents in March 2020.

- 3/2: Bishop Dial-a-Ride bus struck a mailbox while backing to avoid another parked vehicle. No visible damage to ESTA vehicle or mailbox.
- 3/29: Step lamp damaged while parking bus in interior bay at Mammoth Lakes ESTA facility.



Road Call Frequency

There were no road calls during the month of March 2020 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 9 vehicle exchanges during the month of March 2020 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.49 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles	Year to Date Avg.
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	
Dec-19	0	6	86491	0.00	
Jan-20	0	5	89448	0.00	
Feb-20	0	8	82099	0.00	
Mar-20	0	9	78591	0.00	

Missed Runs

There were 72 missed/late runs in March 2020.

- 3/4: Walker DAR reduced hours due to staffing.
- 3/11: Walker DAR reduced hours due to staffing.
- 3/16: Purple Line missed 2 runs due to chain system failure.
- 3/17: Purple Line, Green Line, Yellow Line each missed one run to chain up.
- 3/18: Blue Line, Yellow Line, Town Trolley each missed one run to remove chains.
- 3/18: Walker DAR reduced hours due to staffing.
- 3/19: Blue Line, Yellow Line, Green Line each missed 4 runs due to staffing.
- 3/20: Red Line missed 2 runs due to driver no show.
- 3/20: Green Line missed 2 runs due to driver illness.
- 3/21: Red Line missed 2 runs due to staffing.
- 3/22: Blue Line, Yellow Line, Green Line each missed 4 runs due to staffing.
- 3/22: Blue Line missed 2 runs due to mechanical issue.
- 3/23: Blue Line, Yellow Line, Green Line each missed 4 runs due to staffing.
- 3/24: Blue Line, Yellow Line, Green Line each missed 4 runs due to staffing.
- 3/25: Town Trolley missed 2 runs due to chain up.
- 3/25: Walker DAR reduced hours due to staffing.
- 3/27: Town Trolley missed 2 runs due to mechanical issue.

COVID-19 Service Reductions/Cancelations

- Bishop Dial-a-Ride: 52 hours of service reduced.
- Lone Pine Express: 3 runs cancelled.
- 395 South (Bishop-Lancaster): 2 runs cancelled
- MMSA Routes: 471 hours of service reduced.
- Night Trolley: 149 hours of service reduced.

Bishop Dial-A-Ride Wait Times

March 2020			
		PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	1,940	86.7%	
Average Wait Time (min.):	11		< 20 Minutes
Trips > 30 Minute Wait:	58	3.0%	< 5%
ADVANCE RESERVATION TRIPS			
Total Trips:	297	13.3%	
On Time Trips (± 10 min.)	235	79.1%	
TOTAL SCHEDULED TRIPS			
No-Shows Including Checkpoints	221	9.9%	
No-Shows Excluding Checkpoints	93	4.2%	
Cancelations	80	3.6%	