

MONTHLY OPERATIONS REPORT

	Dec-18	Nov-18	Percent Change	Dec-17	Percent Change
PASSENGERS					
Adult	119,346	37,184	221.0%	105,680	12.9%
Senior	1,618	1,719	-5.9%	1,870	-13.5%
Disabled	671	830	-19.2%	919	-27.0%
Wheelchair	282	285	-1.1%	348	-19.0%
Child	13,660	5,540	146.6%	14,556	-6.2%
Child under 5	254	278	-8.6%	274	-7.3%
Total Passengers	135,831	45,836	196.3%	123,647	9.9%
FARES	\$35,450.00	\$27,296.30	29.9%	\$35,206.03	0.7%
SERVICE MILES	81,394	67,312	20.9%	81,062	0.4%
SERVICE HOURS	5,192	3,872	34.1%	5,058	2.7%
Passengers per Hour	26.16	11.84	121.0%	24.45	7.0%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	Dec-18	Dec-17	Variance	% Change
Mammoth Express	399	365	34	9.3%
Lone Pine to Bishop	187	197	-10	-5.1%
Lone Pine DAR	329	360	-31	-8.6%
Tecopa	11	6	5	83.3%
Walker DAR	107	177	-70	-39.5%
Bridgeport to G'Ville	10	43	-33	-76.7%
Benton to Bishop	35	42	-7	-16.7%
Bishop DAR	3,271	3,553	-282	-7.9%
Nite Rider	379	445	-66	-14.8%
Mammoth FR	27,883	25,344	2,539	10.0%
Mammoth DAR	210	277	-67	-24.2%
Reno	557	536	21	3.9%
Lancaster	377	334	43	12.9%
MMSA	99,931	91,584	8,347	9.1%
TOTALS	135,831	123,647	12,184	9.9%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Dec-18	Dec-17	% Change	
Mammoth Express	5.19	4.58	13.3%	
Lone Pine to Bishop	1.92	1.96	-2.4%	
Lone Pine DAR	2.35	2.57	-8.8%	
Tecopa	0.75	0.47	60.7%	
Walker DAR	0.71	1.18	-39.5%	
Bridgeport to G'Ville	0.47	1.57	-70.1%	
Benton to Bishop	3.23	2.65	21.9%	
Bishop DAR	3.74	4.03	-7.1%	
Nite Rider	5.02	5.01	0.1%	
Mammoth FR	29.18	25.41	14.8%	
Mammoth DAR	1.29	1.56	-16.9%	
Reno	2.10	2.04	3.0%	192.79
Lancaster	1.80	1.68	6.9%	194.66
MMSA	48.39	48.94	-1.1%	
Total	26.16	24.45	7.0%	

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
Dec-18																	
Mammoth Express	\$2,379.00	340	38	4	3	8	6	399	86	77	3,514	3,450	5.96	.69	5.19	45.7	0.12
Lone Pine to Bishop	\$957.25	83	61	17	19	4	3	187	119	98	4,882	4,498	5.12	.21	1.92	50.0	0.04
Lone Pine DAR	\$826.80	24	149	64	25	67	0	329	147	140	1,340	1,324	2.51	.62	2.35	9.6	0.25
Tecopa	\$55.00	0	11	0	0	0	0	11	15	15	344	344	5.00	.16	.75	23.6	0.03
Walker DAR	\$289.80	1	1	104	0	1	0	107	160	150	733	615	2.71	.47	.71	4.9	0.17
Bridgeport to G'Ville	\$75.00	0	0	10	0	0	0	10	22	21	549	213	7.50	.35	.47	25.8	0.05
Benton to Bishop	\$198.50	12	19	3	1	0	0	35	22	11	962	483	5.67	.41	3.23	88.8	0.07
Specials	\$0.00	1704	0	0	0	230	0	1934	25	24	267	242	N/A	N/A			
Bishop DAR	\$7,378.00	1,243	1,166	373	215	91	183	3,271	941	874	9,718	8,930	2.26	.83	3.74	11.1	0.37
Nite Rider	\$1,537.20	301	28	36	10	0	4	379	80	76	1,058	1,058	4.06	1.45	5.02	14.0	0.36
Mammoth FR	\$0.00	25,508	0	1	0	2,374	0	27,883	1,012	955	12,842	12,110	N/A	N/A	29.18	13.4	2.30
Mammoth DAR	\$492.20	139	4	17	0	1	49	210	175	162	971	908	2.34	.54	1.29	6.0	0.23
Reno	\$11,427.00	434	83	17	7	14	2	557	283	266	11,450	11,060	20.52	1.03	2.10	43.1	0.05
Lancaster	\$6,144.25	280	58	24	2	6	7	377	231	210	10,195	9,987	16.30	.62	1.80	48.5	0.04
MMSA	\$0.00	89,067	0	1	0	10,863	0	99,931	2,176	2,065	26,764	24,842	N/A	N/A	48.39	13.0	4.02
June Lake Shuttle	\$3,690.00	210	0	0	0	1	0	211	60	50	1,458	1,330	17.49	2.77	4.25	29.4	0.16
Total	\$35,450.00	119,346	1,618	671	282	13,660	254	135,831	5,554	5,192	87,047	81,394	.26	.44	26.16	16.8	1.67

Dec-17																	
Mammoth Express	\$1,887.50	295	51	5	0	2	12	365	100	80	3,478	3,419	5.17	.55	4.58	43.6	0.11
Lone Pine to Bishop	\$1,004.50	104	68	13	6	4	2	197	120	100	4,649	4,306	5.10	.23	1.96	46.3	0.05
Lone Pine DAR	\$888.80	3	231	57	17	52	0	360	147	140	1,398	1,393	2.47	.64	2.57	10.0	0.26
Tecopa	\$30.00	0	6	0	0	0	0	6	13	13	343	343	5.00	.09	.47	26.8	0.02
Walker DAR	\$541.30	13	31	132	0	1	0	177	160	150	1,379	1,265	3.06	.43	1.18	9.2	0.14
Bridgeport to G'Ville	\$270.00	2	41	0	0	0	0	43	32	27	755	505	6.28	.53	1.57	27.6	0.09
Benton to Bishop	\$237.50	21	5	16	0	0	0	42	33	16	1,567	824	5.65	.29	2.65	98.9	0.05
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A			
Bishop DAR	\$8,009.30	1,235	1,210	531	296	66	215	3,553	956	882	9,767	8,841	2.25	.91	4.03	11.1	0.40
Nite Rider	\$1,791.60	357	22	25	26	2	13	445	91	89	1,243	1,213	4.03	1.48	5.01	14.0	0.37
Mammoth FR	\$0.00	22,526	0	30	0	2,788	0	25,344	1,059	997	13,449	12,726	N/A	N/A	25.41	13.5	1.99
Mammoth DAR	\$684.00	158	17	65	0	9	28	277	179	178	666	604	2.47	1.13	1.56	3.7	0.46
Reno	\$8,810.78	366	123	22	1	23	1	536	302	263	12,048	11,125	16.44	.79	2.04	45.8	0.05
Lancaster	\$6,110.75	234	65	22	2	8	3	334	226	199	9,727	9,589	18.30	.64	1.68	48.9	0.03
MMSA	\$0.00	79,983	0	1	0	11,600	0	91,584	2,102	1,871	24,673	23,291	.00	.00	48.94	13.2	3.93
June Lake Shuttle	\$4,940.00	383	0	0	0	1	0	384	73	53	2,061	1,618	12.86	3.05	7.26	39.0	0.24
Total	\$35,206.03	105,680	1,870	919	348	14,556	274	123,647	5,594	5,058	87,203	81,062	.28	.43	24.45	17.2	1.53

VARIANCE BY ROUTE (RAW NUMBERS) – November 2018 to November 2017																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	\$491.50	45	-13	-1	3	6	-6	34	-14	-3	36	31	0.79	0.14	0.61	2.07	0.01
Lone Pine to Bishop	-\$47.25	-21	-7	4	13	0	1	-10	-2	-3	233	192	0.02	-0.02	-0.05	3.70	0.00
Lone Pine DAR	-\$62.00	21	-82	7	8	15	0	-31	1	0	-58	-69	0.04	-0.01	-0.23	-0.43	-0.01
Tecopa	\$25.00	0	5	0	0	0	0	5	2	2	1	1	0.00	0.07	0.28	-3.24	0.01
Walker DAR	-\$251.50	-12	-30	-28	0	0	0	-70	0	0	-646	-650	-0.35	0.04	-0.47	-4.31	0.03
Bridgeport to G'Ville	-\$195.00	-2	-41	10	0	0	0	-33	-10	-6	-206	-292	1.22	-0.18	-1.10	-1.79	-0.04
Benton to Bishop	-\$39.00	-9	14	-13	1	0	0	-7	-11	-5	-605	-341	0.02	0.12	0.58	-10.06	0.02
Bishop DAR	-\$631.30	8	-44	-158	-81	25	-32	-282	-15	-8	-49	89	0.00	-0.08	-0.29	0.05	-0.04
Nite Rider	-\$254.40	-56	6	11	-16	-2	-9	-66	-12	-13	-185	-155	0.03	-0.02	0.01	0.01	-0.01
Mammoth FR	\$0.00	2982	0	-29	0	-414	0	2539	-47	-42	-607	-616	N/A	N/A	3.77	-0.04	0.31
Mammoth DAR	-\$191.80	-19	-13	-48	0	-8	21	-67	-4	-16	305	304	-0.13	-0.59	-0.26	2.24	-0.23
Reno	\$2,616.22	68	-40	-5	6	-9	1	21	-19	2	-598	-65	4.08	0.24	0.06	-2.66	0.00
Lancaster	\$33.50	46	-7	2	0	-2	4	43	5	11	468	398	-2.00	-0.02	0.12	-0.35	0.00
MMSA	\$0.00	9,084	0	0	0	-737	0	8,347	74	194	2,091	1,551					

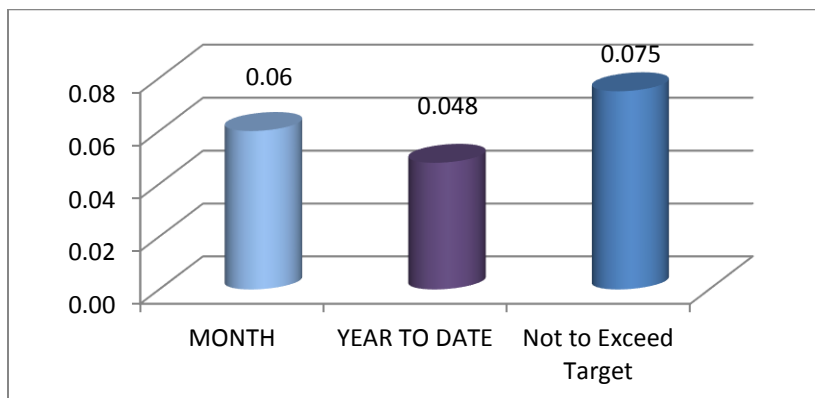
VARIANCE BY ROUTE (PERCENTAGE) – November 2018 to November 2017																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	26%	15%	-25%	-20%		300%	-50%	9%	-14%	-4%	1%	1%	15%	25%	13%	5%	8%
Lone Pine to Bishop	-5%	-20%	-10%	31%	217%	0%	50%	-5%	-1%	-3%	5%	4%	0%	-9%	-2%	8%	-9%
Lone Pine DAR	-7%	700%	-35%	12%	47%	29%		-9%	1%	0%	-4%	-5%	2%	-2%	-9%	-4%	-4%
Tecopa	83%		83%					83%	14%	14%	0%	0%	0%	83%	61%	-12%	83%
Walker DAR	-46%	-92%	-97%	-21%		0%		-40%	0%	0%	-47%	-51%	-11%	10%	-40%	-47%	24%
Bridgeport to G'Ville	-72%	-100%	-100%					-77%	-32%	-22%	-27%	-58%	19%	-34%	-70%	-6%	-45%
Benton to Bishop	-16%	-43%	280%	-81%				-17%	-32%	-32%	-39%	-41%	0%	43%	22%	-10%	42%
Bishop DAR	-7.9%	0.6%	-3.6%	29.8%	27.4%	37.9%	14.9%	-7.9%	-1.6%	-0.9%	-0.5%	1.0%	0.1%	-8.8%	-7.1%	0.4%	-8.9%
Nite Rider	-14%	-16%	27%	44%	-62%	-100%	-69%	-15%	-13%	-15%	-15%	-13%	1%	-2%	0%	0%	-2%
Mammoth FR		13%		-97%		-15%		10%	-4%	-4%	-5%	-5%	N/A	N/A	15%	0%	16%
Mammoth DAR	-28%	-12%	-76%	-74%		-89%	75%	-24%	-2%	-9%	46%	50%	-5%	-52%	-17%	60%	-50%
Reno	30%	19%	-33%	-23%	600%	-39%	100%	4%	-6%	1%	-5%	-1%	25%	30%	3%	-6%	5%
Lancaster	1%	20%	-11%	9%	0%	-25%	133%	13%	2%	6%	5%	4%	-11%	-3%	7%	-1%	8%
MMSA		11%		0%		-6%		9%	3%	10%	8%	7%					

Comments

There were twelve comments received for the month of December 2018.

- 12/3: Customer called Bishop office, stated that Red Line driver passed the Village without stopping. Driver stated that he didn't know anyone wanted off the bus.
- 12/4: Customer called to complain that the heater wasn't working on the Reno bus in Gardnerville and she was cold.
- 12/4: Customer called to complement our Mammoth Express drivers and dispatchers, stating that he appreciates our service. Commented that we always try our best to accommodate his special pickup/drop-off slightly off route due to his disability.
- 12/12: Customer emailed to complain that the Reno bus didn't show up at Mammoth Stop 25 at 5:15pm, and that other parties missed the bus. GPS data for the previous week showed the Reno bus at Stop 25 each day varying from on time departure to several minutes late. No missed stop or early departures recorded.
- 12/13: Customer called to complain that the Lone Pine Express bus went down a side street and missed her at the 395 stop. Bus was sent back for her.
- 12/13: Customer called to complain that she had set up a ride with the Lone Pone Dial-a-Ride. She stated that she was outside waiting, and no one ever showed. She also mentioned when traveling from Mojave to Lone Pine the driver went to strap her wheelchair down and broke her fishing pole. Lone Pine DAR did attempt pickup on street.
- 12/13: Customer called to compliment a Mammoth driver for helping a passerby capture their dog that was running in traffic.
- 12/16: Customer emailed to complement the Reno driver for waiting until he received his luggage. Also, customer had left his phone on the bus and one of our employees found it, answered when they had called, and coordinated a time to return the phone the next day. He was very thankful.
- 12/18: Customer complained that driver did not allow his service dog on bus saying it was an emotional support animal. Driver allowed him and service dog onboard after confusion related to the dog's purpose and training was cleared up.
- 12/18: Customer complained that the Red Line and Blue Line connection at the Village was "imperfect" and caused him to be late to work.
- 12/24: Customer contacted Phil to give a compliment to ESTA as a whole. Customer has been traveling to area for years for Mule days and is always pleased with ESTA service.
- 12/31: Customer called to complain that Red Line was running late.

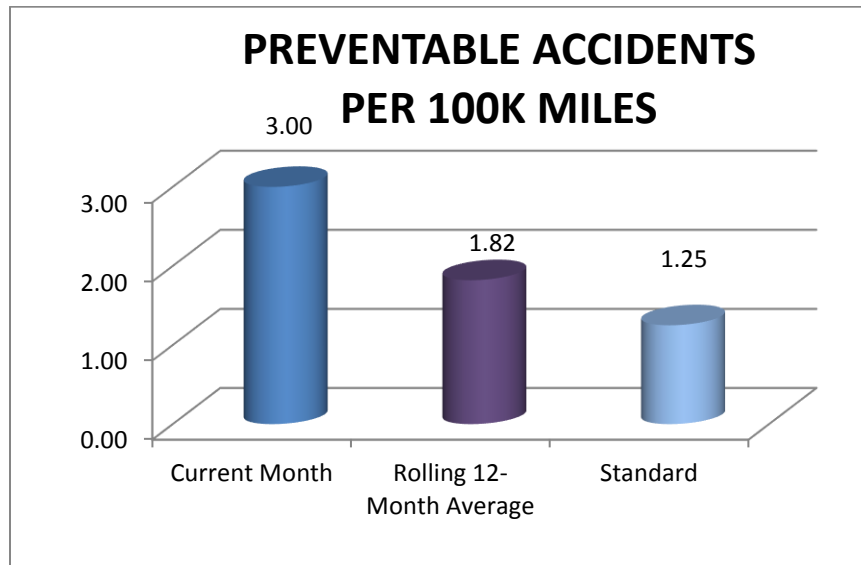
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were three preventable accidents in December 2018.

- 12/1: Driver did not set parking brake on bus before installing snow chains. Bus rolled into service bay door at ESTA Mammoth office.
- 12/23: Driver struck snow stake near stop along 203.
- 12/28: Driver struck snow stake near Stop 71 near Canyon Lodge



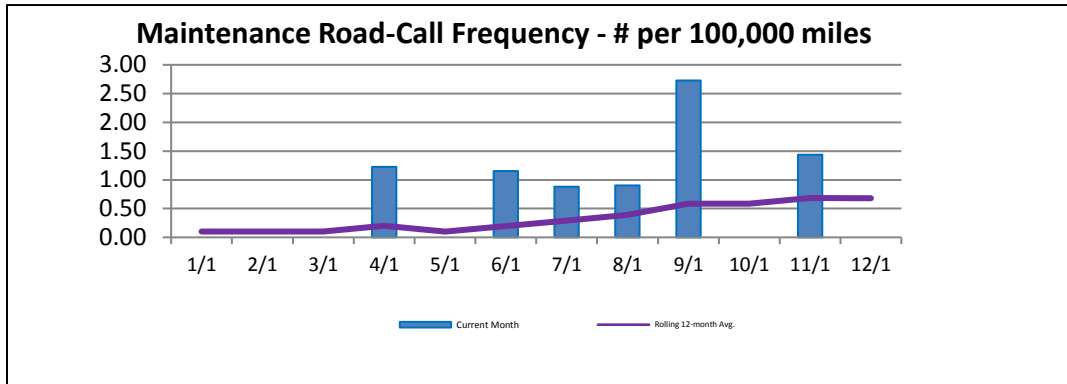
Missed Runs

There were seven missed/late run in December 2018.

- 12/1: (2) Blue and (2) Yellow line loops missed due to broken chains.
- 12/5: Red-C departed 7 minutes late from Snowcreek at 7:47 due to snow.
- 12/18: Red-A departed 10 minutes late due to overloading early on the route.
- 12/26: Bridgeport-Gardnerville did not run due to driver illness.

Road Call Frequency

There were no Road Calls during the month of December 2018. The rolling 12-month road call frequency is 0.68 per 100,000 miles traveled.



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.)

DECEMBER 2018

		PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS			
Total Trips:	2,039	80.0%	
Average Wait Time (min.):	12		<i>< 20 Minutes</i>
Trips > 30 Minute Wait:	112	5.5%	<i>< 5%</i>
ADVANCE RESERVATION TRIPS			
Total Trips:	509	20.0%	
On Time Trips (± 10 min.)	435	85.5%	
TOTAL SCHEDULED TRIPS			
No-Shows Including Checkpoints	221	8.7%	
No-Shows Excluding Checkpoints	135	5.3%	
Cancellations	127	5.0%	