

MONTHLY OPERATIONS REPORT

	Feb-19	Jan-19	Percent Change	Feb-18	Percent Change
PASSENGERS					
Adult	126,444	142,377	-11.2%	108,647	16.4%
Senior	1,613	1,646	-2.0%	1,660	-2.8%
Disabled	704	813	-13.4%	816	-13.7%
Wheelchair	240	283	-15.2%	349	-31.2%
Child	12,599	14,520	-13.2%	13,663	-7.8%
Child under 5	284	330	-13.9%	270	5.2%
Total Passengers	141,884	159,969	-11.3%	125,405	13.1%
FARES	\$33,706.85	\$32,618.95	3.3%	\$34,947.55	-3.6%
SERVICE MILES	73,017	88,437	-17.4%	79,860	-8.6%
SERVICE HOURS	4,870	5,588	-12.9%	4,937	-1.3%
Passengers per Hour	29.13	28.63	1.8%	25.40	14.7%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	Feb-19	Feb-18	Variance	% Change
Mammoth Express	446	346	100	28.9%
Lone Pine to Bishop	174	173	1	0.6%
Lone Pine DAR	331	360	-29	-8.1%
Tecopa	8	6	2	33.3%
Walker DAR	94	134	-40	-29.9%
Bridgeport to G'Ville	14	40	-26	-65.0%
Benton to Bishop	33	24	9	37.5%
Bishop DAR	3,279	3,286	-7	-0.2%
Nite Rider	300	321	-21	-6.5%
Mammoth FR	27,317	24,449	2,868	11.7%
Mammoth DAR	309	293	16	5.5%
Reno	408	535	-127	-23.7%
Lancaster	378	300	78	26.0%
MMSA	108,157	94,600	13,557	14.3%
TOTALS	141,884	125,405	16,479	13.1%

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Feb-19	Feb-18	% Change	
Mammoth Express	6.17	4.90	25.9%	
Lone Pine to Bishop	1.96	1.97	-0.8%	
Lone Pine DAR	2.49	2.71	-8.1%	
Tecopa	0.60	0.42	43.3%	
Walker DAR	0.69	0.94	-26.2%	
Bridgeport to G'Ville	0.53	1.52	-65.4%	
Benton to Bishop	2.13	1.78	19.8%	
Bishop DAR	3.97	3.93	1.2%	
Nite Rider	5.04	5.35	-5.8%	
Mammoth FR	33.09	27.81	19.0%	
Mammoth DAR	2.11	1.81	16.6%	
Reno	1.61	2.17	-25.8%	127.10
Lancaster	1.86	1.52	22.3%	211.58
MMSA	55.16	48.49	13.8%	
Total	29.13	25.40	14.7%	

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
Feb-19																	
Mammoth Express	\$2,464.00	407	26	3	1	6	3	446	82	72	3,094	3,013	5.52	.82	6.17	42.8	0.15
Lone Pine Express	\$896.00	104	38	14	13	4	1	174	108	89	4,521	4,106	5.15	.22	1.96	50.9	0.04
Lone Pine DAR	\$885.00	13	163	55	41	59	0	331	139	133	1,456	1,456	2.67	.61	2.49	10.9	0.23
Tecopa	\$41.00	2	6	0	0	0	0	8	13	13	267	267	5.13	.15	.60	19.9	0.03
Walker DAR	\$228.30	1	4	89	0	0	0	94	145	136	476	360	2.43	.63	.69	3.5	0.26
Bridgeport to G'Ville	\$77.00	0	8	6	0	0	0	14	32	27	864	584	5.50	.13	.53	32.4	0.02
Benton to Bishop	\$188.00	13	14	6	0	0	0	33	30	16	1,266	680	5.70	.28	2.13	81.7	0.05
Specials	\$0.00	171	0	0	0	23	0	194	16	16	47	39	N/A	N/A			
Bishop DAR	\$7,611.00	1,217	1,221	431	168	84	158	3,279	892	825	9,335	8,586	2.32	.89	3.97	11.3	0.38
Nite Rider	\$1,229.40	242	16	35	5	2	0	300	63	60	967	967	4.10	1.27	5.04	16.3	0.31
Mammoth FR	\$0.00	25,213	0	0	0	2,104	0	27,317	878	826	10,441	9,542	N/A	N/A	33.09	12.6	2.86
Mammoth DAR	\$572.40	178	10	0	0	1	120	309	147	146	568	505	1.85	1.13	2.11	3.9	0.61
Reno	\$6,658.00	310	43	31	11	12	1	408	276	254	11,082	10,568	16.32	.63	1.61	43.6	0.04
Lancaster	\$6,656.75	294	64	16	1	2	1	378	227	204	9,525	9,253	17.61	.72	1.86	46.8	0.04
MMSA	\$0.00	97,837	0	18	0	10,302	0	108,157	2,078	1,961	22,128	20,696	N/A	N/A	55.16	11.3	5.23
June Lake Shuttle	\$6,200.00	442	0	0	0	0	0	442	113	94	2,629	2,395	14.03	2.59	4.71	28.0	0.18
Total	\$33,706.85	126,444	1,613	704	240	12,599	284	141,884	5,240	4,870	78,666	73,017	.24	.46	29.13	16.2	1.94

Feb-18																	
Mammoth Express	\$1,659.90	300	32	4	0	3	7	346	83	71	3,325	3,274	4.80	.51	4.90	47.1	0.11
Lone Pine Express	\$875.50	101	50	17	3	2	0	173	106	88	4,558	4,198	5.06	.21	1.97	52.0	0.04
Lone Pine DAR	\$891.60	16	205	68	13	58	0	360	139	133	1,424	1,424	2.48	.63	2.71	10.7	0.25
Tecopa	\$30.00	0	6	0	0	0	0	6	15	14	353	353	5.00	.08	.42	24.5	0.02
Walker DAR	\$371.70	11	11	112	0	0	0	134	152	143	907	821	2.77	.45	.94	6.4	0.16
Bridgeport to G'Ville	\$266.00	4	36	0	0	0	0	40	32	26	872	592	6.65	.45	1.52	33.1	0.07
Benton to Bishop	\$133.00	2	14	8	0	0	0	24	29	14	1,297	658	5.54	.20	1.78	96.1	0.04
Specials	\$0.00	183	0	31	8	24	0	246	33	27	457	358	N/A	N/A			
Bishop DAR	\$7,481.40	1,164	1,133	432	306	62	189	3,286	896	837	9,561	8,759	2.28	.85	3.93	11.4	0.38
Nite Rider	\$1,225.80	241	13	35	14	8	10	321	60	60	899	899	3.82	1.36	5.35	15.0	0.36
Mammoth FR	\$0.00	22,627	0	0	0	1,822	0	24,449	930	879	12,188	11,426	N/A	N/A	27.81	13.9	2.14
Mammoth DAR	\$656.40	177	14	39	3	3	57	293	162	162	997	917	2.24	.72	1.81	6.2	0.32
Reno	\$8,933.75	381	81	45	2	23	3	535	281	247	11,543	10,600	16.70	.84	2.17	46.7	0.05
Lancaster	\$4,857.50	205	65	21	0	5	4	300	221	198	9,727	9,525	16.19	.51	1.52	49.2	0.03
MMSA	\$0.00	82,943	0	4	0	11,653	0	94,600	2,061	1,951	24,869	23,606	.00	.00	48.49	12.7	4.01
June Lake Shuttle	\$7,565.00	292	0	0	0	0	0	292	108	87	2,741	2,450	25.91	3.09	3.34	31.3	0.12
Total	\$34,947.55	108,647	1,660	816	349	13,663	270	125,405	5,307	4,937	85,718	79,860	.28	.44	25.40	17.4	1.57

VARIANCE BY ROUTE (RAW NUMBERS) – February 2019 to February 2018																	
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	\$804.10	107	-6	-1	1	3	-4	100	-1	2	-231	-261	0.73	0.31	1.27	-4.30	0.04
Lone Pine Express	\$20.50	3	-12	-3	10	2	1	1	2	1	-37	-92	0.09	0.01	-0.02	-1.14	0.00
Lone Pine DAR	-\$6.60	-3	-42	-13	28	1	0	-29	0	0	32	32	0.20	-0.02	-0.22	0.24	-0.03
Tecopa	\$11.00	2	0	0	0	0	0	2	-1	-1	-86	-86	0.13	0.07	0.18	-4.58	0.01
Walker DAR	-\$143.40	-10	-7	-23	0	0	0	-40	-8	-7	-431	-461	-0.35	0.18	-0.25	-2.85	0.10
Bridgeport to G'Ville	-\$189.00	-4	-28	6	0	0	0	-26	0	0	-8	-8	-1.15	-0.32	-0.99	-0.67	-0.04
Benton to Bishop	\$55.00	11	0	-2	0	0	0	9	1	2	-31	22	0.16	0.07	0.35	-14.40	0.01
Bishop DAR	\$129.60	53	88	-1	-138	22	-31	-7	-4	-11	-226	-173	0.04	0.03	0.05	-0.12	0.01
Nite Rider	\$3.60	1	3	0	-9	-6	-10	-21	3	-1	68	68	0.28	-0.09	-0.31	1.27	-0.05
Mammoth FR	\$0.00	2586	0	0	0	282	0	2868	-52	-54	-1747	-1884	N/A	N/A	5.28	-1.21	0.72
Mammoth DAR	-\$84.00	1	-4	-39	-3	-2	63	16	-15	-16	-429	-412	-0.39	0.42	0.30	-2.28	0.29
Reno	-\$2,275.75	-71	-38	-14	9	-11	-2	-127	-5	7	-461	-32	-0.38	-0.21	-0.56	-3.09	-0.01
Lancaster	\$1,799.25	89	-1	-5	1	-3	-3	78	6	6	-202	-272	1.42	0.21	0.34	-2.43	0.01
MMSA	\$0.00	14,894	0	14	0	-1,351	0	13,557	17	10	-2,741	-2,910					

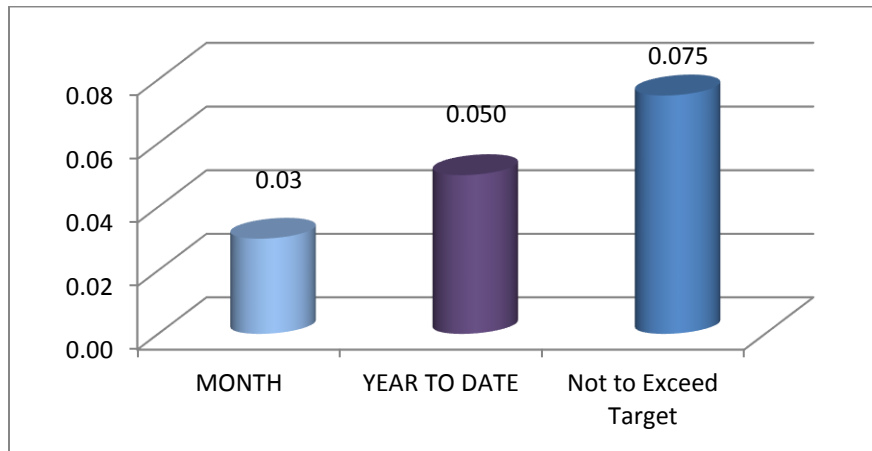
VARIANCE BY ROUTE (PERCENTAGE) – February 2019 to February 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	48%	36%	-19%	-25%		100%	-57%	29%	-1%	2%	-7%	-8%	15%	61%	26%	-9%	40%
Lone Pine Express	2%	3%	-24%	-18%	333%	100%		1%	2%	1%	-1%	-2%	2%	5%	-1%	-2%	3%
Lone Pine DAR	-1%	-19%	-20%	-19%	215%	2%		-8%	0%	0%	2%	2%	8%	-3%	-8%	2%	-10%
Tecopa	37%		0%					33%	-8%	-7%	-24%	-24%	3%	81%	43%	-19%	76%
Walker DAR	-39%	-91%	-64%	-21%				-30%	-5%	-5%	-48%	-56%	-12%	40%	-26%	-45%	60%
Bridgeport to G'Ville	-71%	-100%	-78%					-65%	0%	1%	-1%	-1%	-17%	-71%	-65%	-2%	-65%
Benton to Bishop	41%	550%	0%	-25%				38%	5%	15%	-2%	3%	3%	37%	20%	-15%	33%
Bishop DAR	1.7%	4.6%	7.8%	-0.2%	-45.1%	35.5%	-16.4%	-0.2%	-0.4%	-1.4%	-2.4%	-2.0%	1.9%	3.8%	1.2%	-1.0%	1.8%
Nite Rider	0%	0%	23%	0%	-64%	-75%	-100%	-7%	4%	-1%	8%	8%	7%	-7%	-6%	8%	-13%
Mammoth FR		11%				15%		12%	-6%	-6%	-14%	-16%	N/A	N/A	19%	-9%	34%
Mammoth DAR	-13%	1%	-29%	-100%	-100%	-67%	111%	5%	-9%	-10%	-43%	-45%	-17%	58%	17%	-37%	92%
Reno	-25%	-19%	-47%	-31%	450%	-48%	-67%	-24%	-2%	3%	-4%	0%	-2%	-25%	-26%	-7%	-24%
Lancaster	37%	43%	-2%	-24%		-60%	-75%	26%	3%	3%	-2%	-3%	9%	41%	22%	-5%	30%
MMSA		18%		350%		-12%		14%	1%	1%	-11%	-12%					

Customer Comments

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

- 2/4: Customer called to compliment Red Line driver on their driving skill and safe driving during white-out conditions.
- 2/7: Customer called to complain about Purple Line driver driving at an unsafe speed for road/weather condition on Lupin Street.
- 2/14: Motorist called to complain about bus passing another vehicle causing her to have to back up in poor visibility (heavy snow).
- 2/22: Customer left message to complain the Green Line was not reliable which caused him to be late to work. Bus tracker indicated no more than a 5-minute delay on Green Line on the day of the described incident.
- 2/23: Customer wrote on complain the he waited almost an hour for Blue Line.

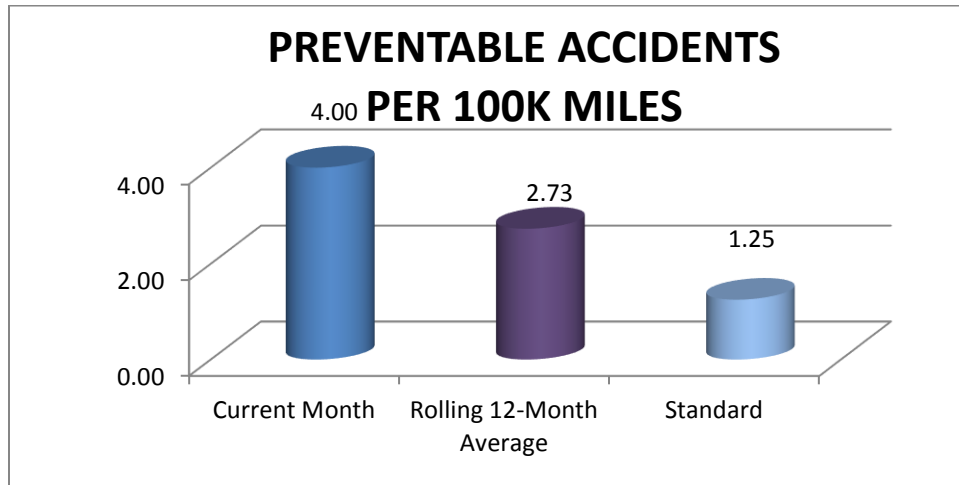
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were four preventable accidents in February 2019.

- 2/5: Driver sideswiped a parked vehicle while pulling toward the curb to drop off a Dial-a-Ride passenger at Suddenlink.
- 2/9: Driver backed into a parked vehicle while backing bus in parking lot after dropping off several disabled passengers.
- 2/10: Driver scrapped the rear bumper of a parked vehicle in the Sierra Nevada Lodge.
- 2/17: Driver backed bus into a snow bank causing minor body damage.



Missed Runs

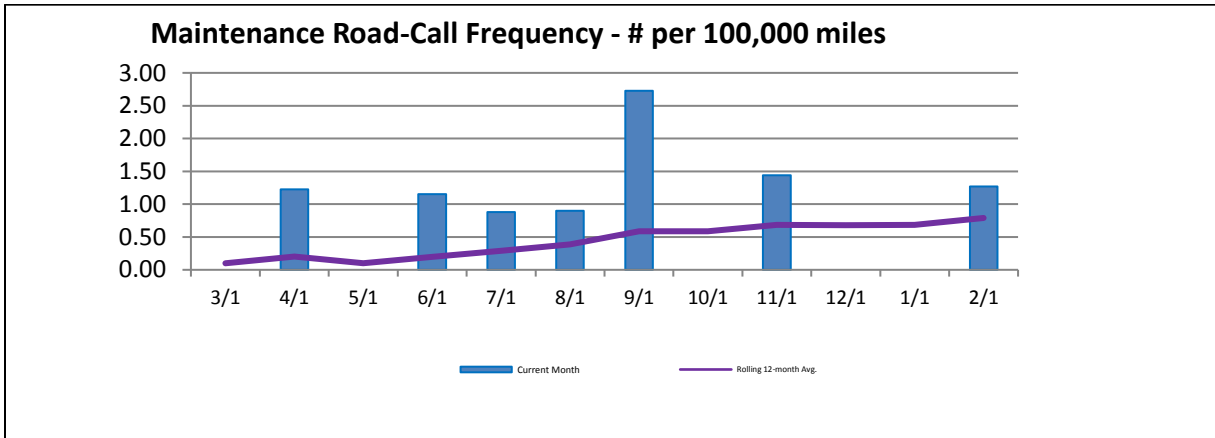
There were approximately 55 missed/late runs in February 2019. Service in or around the Mammoth Lakes area was temporarily suspended twice for several hours due to extreme winter weather/low visibility conditions during February 2019.

- 2/4: June Lake AM run cancelled due to closure of Hwy 395. Reno Route forced to discontinue at Hwy 203 due to closure. Two Mammoth Express runs cancelled.
- 2/5: Mammoth DAR, Blue Line, Yellow Line, Green Line, Mammoth Express runs were suspended due to extreme white-out conditions.
- 2/6: Purple line missed run due to getting stuck behind abandoned vehicle on Lupin Street.
- 2/10: Purple run missed due to broken chain set.
- 2/11: Red Line missed departure due to broken chain set.
- 2/14: All routes suspended in Mammoth Lakes due to white-out conditions for approximately four hours. Two Mammoth Express runs cancelled.
- 2/17: Blue Line missed two runs due to mechanical issue/vehicle swap.
- 2/20: Blue line missed two runs due to chain-up. Red Line missed two runs due to mechanical issue/vehicle swap. Yellow Line missed one run due to stuck car on Lake Mary Road.
- 2/27: Blue line missed one run due to chain-up. Green line missed one run due to chain-up.

Road Call Frequency

There was one Road Call during the month of February 2019. The rolling 12-month road call frequency is 0.79 per 100,000 miles traveled.

- 2/4: Reno Route stuck in snow drift on Hwy 395 near Mammoth Yosemite Airport. Had to be pulled out by ESTA/Mr. K's towing with assistance from CHP and Mono Sheriff.



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.)

FEBRUARY 2019

	PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS		
Total Trips:	2,098	81.0%
Average Wait Time (min.):	13	< 20 Minutes
Trips > 30 Minute Wait:	113	5.4%
ADVANCE RESERVATION TRIPS		
Total Trips:	492	19.0%
On Time Trips (± 10 min.)	402	81.7%
TOTAL SCHEDULED TRIPS		
No-Shows Including Checkpoints	219	8.5%
No-Shows Excluding Checkpoints	123	4.7%
Cancellations	87	3.4%