

MONTHLY REPORT

July 2018

	Jul-18	Jun-18	Percent Change	Jul-17	Percent Change
PASSENGERS					
Adult	115,599	54,678	111.4%	85,331	35.5%
Senior	2,305	2,314	-0.4%	1,732	33.1%
Disabled	803	848	-5.3%	1,032	-22.2%
Wheelchair	375	383	-2.1%	337	11.3%
Child	29,482	10,924	169.9%	22,981	28.3%
Child under 5	1,305	567	130.2%	728	79.3%
Total Passengers	149,869	69,714	115.0%	112,141	33.6%
FARES	\$241,996.75	\$131,436.24	84.1%	\$138,857.78	74.3%
SERVICE MILES	106,001	78,711	34.7%	87,029	21.8%
SERVICE HOURS	6,859	4,893	40.2%	5,486	25.0%
Passengers per Hour	21.85	14.25	53.4%	20.44	6.9%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	Jul-18	Jul-17	Variance	% Change
Mammoth Express	479	483	-4	-0.8%
Lone Pine to Bishop	371	341	30	8.8%
Lone Pine DAR	318	269	49	18.2%
Tecopa	16	8	8	100.0%
Walker DAR	125	220	-95	-43.2%
Bridgeport to G'Ville	17	67	-50	-74.6%
Benton to Bishop	37	9	28	311.1%
Bishop DAR	3,838	3,287	551	16.8%
Nite Rider	260	366	-106	-29.0%
Mammoth FR	71,030	75,100	-4,070	-5.4%
Mammoth DAR	253	322	-69	-21.4%
Reno	1,043	762	281	36.9%
Lancaster	846	586	260	44.4%
Reds Meadow	70,781	29,616	41,165	139.0%
June Lake Shuttle	222	474	-252	-53.2%
Bishop Creek	202	138	64	46.4%
Specials	30	231	-201	-87.0%
TOTALS	149,868	112,141	37,727	33.6%

PASSENGERS PER SERVICE HOUR				
REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR
Route	Jul-18	Jul-17	% Change	
Mammoth Express	6.08	4.60	32.0%	
Lone Pine to Bishop	3.51	2.85	23.2%	
Lone Pine DAR	2.16	1.92	12.6%	
Tecopa	0.73	0.80	-8.4%	
Walker DAR	0.77	1.49	-48.6%	
Bridgeport to G'Ville	0.85	2.45	-65.1%	
Benton to Bishop	2.16	1.05	106.2%	
Bishop DAR	4.09	3.73	9.5%	
Nite Rider	3.94	5.42	-27.3%	
Mammoth FR	29.00	30.70	-5.5%	
Mammoth DAR	1.47	1.79	-17.7%	
Reno	3.65	3.23	13.0%	459.50
Lancaster	3.84	3.51	9.4%	376.59
Reds Meadow	39.14	42.32	-7.5%	
June Lake Shuttle	0.88	1.97	-55.2%	
Bishop Creek	1.89	1.24	51.8%	
Specials	4.52	22.35	-79.8%	
Total	21.85	20.44	6.9%	

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
Jul-18																	
Mammoth Express	\$2,850.90	367	52	16	3	28	13	479	93	79	3,716	3,626	5.95	.79	6.08	47.1	0.13
Lone Pine to Bishop	\$2,049.75	227	71	40	14	13	6	371	124	106	4,753	4,607	5.52	.44	3.51	44.9	0.08
Lone Pine DAR	\$806.00	16	195	86	14	7	0	318	154	147	1,328	1,328	2.53	.61	2.16	9.0	0.24
Tecopa	\$81.00	2	12	2	0	0	0	16	22	22	520	520	5.06	.16	.73	23.8	0.03
Walker DAR	\$362.60	8	46	71	0	0	0	125	172	163	1,569	1,387	2.90	.26	.77	9.6	0.09
Bridgeport to G'Ville	\$147.50	3	14	0	0	0	0	17	25	20	751	428	8.68	.34	.85	37.8	0.04
Benton to Bishop	\$200.25	1	23	12	0	1	0	37	34	17	1,372	701	5.41	.29	2.16	80.0	0.05
Specials	\$0.00	30	0	0	0	0	0	30	7	7	93	88	N/A	N/A	4.52	14.0	0.34
Bishop DAR	\$8,519.60	1,419	1,502	419	319	33	146	3,838	1,011	939	10,334	9,533	2.22	.89	4.09	11.0	0.40
Nite Rider	\$975.60	168	32	25	18	1	16	260	70	66	823	823	3.75	1.19	3.94	12.5	0.32
Mammoth FR	\$0.00	57,308	0	52	0	13,670	0	71,030	2,534	2,449	32,520	31,308	N/A	N/A	29.00	13.3	2.27
Mammoth DAR	\$1,413.40	105	12	4	3	8	121	253	173	172	423	342	5.59	4.13	1.47	2.5	0.74
Reno	\$29,610.50	823	158	38	3	14	7	1,043	307	286	12,249	11,906	28.39	2.49	3.65	42.9	0.09
Lancaster	\$13,231.75	649	133	33	1	21	9	846	251	220	10,938	10,574	15.64	1.25	3.84	49.7	0.08
Reds Meadow	\$180,866.40	54,146	0	0	0	15,650	985	70,781	1,902	1,808	25,005	21,991	2.56	8.22	39.14	13.8	3.22
June Lake Shuttle	\$29.00	188	0	1	0	34	0	222	266	252	3,861	3,528	.13	.01	.88	15.3	0.06
Bishop Creek	\$852.50	139	55	4	0	2	2	202	116	107	3,449	3,311	4.22	.26	1.89	32.3	0.06
Total	\$241,996.75	115,599	2,305	803	375	29,482	1,305	149,868	7,261	6,859	113,704	106,001	1.61	2.28	21.85	16.6	1.41

* FARE TOTAL DOES NOT INCLUDE 7/30-31/18 FOR THE REDS MEADOW ROUTE

Jul-17																	
Mammoth Express	\$2,775.58	375	53	20	3	23	9	483	128	105	4,384	4,319	5.75	.64	4.60	41.8	0.11
Lone Pine to Bishop	\$1,811.50	236	66	18	8	5	8	341	153	120	5,925	5,132	5.31	.35	2.85	49.5	0.07
Lone Pine DAR	\$674.00	7	193	51	15	1	2	269	147	140	1,251	1,250	2.51	.54	1.92	8.9	0.22
Tecopa	\$40.00	0	8	0	0	0	0	8	12	10	318	221	5.00	.18	.80	31.8	0.04
Walker DAR	\$621.60	2	15	193	0	10	0	220	158	148	1,268	1,071	2.83	.58	1.49	8.6	0.21
Bridgeport to G'Ville	\$472.50	11	56	0	0	0	0	67	32	27	878	631	7.05	.75	2.45	32.1	0.11
Benton to Bishop	\$44.50	1	5	2	0	0	1	9	17	9	777	401	4.94	.11	1.05	90.3	0.02
Specials	\$0.00	214	0	0	0	17	0	231	11	10	102	90	N/A	N/A	22.35	9.9	2.57
Bishop DAR	\$7,660.20	1,187	1,077	563	291	38	131	3,287	985	880	11,641	10,126	2.33	.76	3.73	13.2	0.32
Nite Rider	\$1,428.80	256	31	49	16	4	10	366	71	68	1,043	1,028	3.90	1.39	5.42	15.5	0.36
Mammoth FR	\$0.00	59,278	0	2	0	15,820	0	75,100	2,532	2,446	31,686	30,581	N/A	N/A	30.70	13.0	2.46
Mammoth DAR	\$555.60	128	13	54	0	11	116	322	183	180	594	514	1.73	1.08	1.79	3.3	0.63
Reno	\$22,801.25	600	122	25	1	13	1	762	281	236	10,533	9,963	29.92	2.29	3.23	44.7	0.08
Lancaster	\$9,380.25	424	93	46	3	11	9	586	193	167	8,432	7,958	16.01	1.18	3.51	50.5	0.07
Reds Meadow	\$90,584.00	22,211	0	0	0	6,964	441	29,616	817	700	9,892	8,869	3.06	10.21	42.32	14.1	3.34
June Lake Shuttle	\$8.00	401	0	9	0	64	0	474	257	241	5,344	4,875	.02	.00	1.97	22.2	0.10
Bishop Creek	\$655.00	124	13	1	0	0	0	138	117	111	3,480	3,386	4.75	.19	1.24	31.4	0.04
Total	\$138,857.78	85,331	1,732	1,032	337	22,981	728	112,141	5,975	5,486	94,068	87,029	1.24	1.60	20.44	17.1	1.29

VARIANCE BY ROUTE (RAW NUMBERS) – July 2018 to July 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	\$75.32	-8	-1	-4	0	5	4	-4	-35	-26	-668	-693	0.21	0.14	1.47	5.37	0.02
Lone Pine to Bishop	\$238.25	-9	5	22	6	8	-2	30	-29	-14	-1172	-525	0.21	0.09	0.66	-4.53	0.01
Lone Pine DAR	\$132.00	9	2	35	-1	6	-2	49	7	7	77	78	0.03	0.07	0.24	0.10	0.02
Tecopa	\$41.00	2	4	2	0	0	0	8	10	12	202	299	0.06	-0.03	-0.07	-7.98	-0.01
Walker DAR	-\$259.00	6	31	-122	0	-10	0	-95	14	16	301	316	0.08	-0.32	-0.72	1.03	-0.12
Bridgeport to G'Ville	-\$325.00	-8	-42	0	0	0	0	-50	-7	-7	-127	-203	1.62	-0.40	-1.60	5.65	-0.07
Benton to Bishop	\$155.75	0	18	10	0	1	-1	28	17	9	595	300	0.47	0.17	1.11	-10.35	0.03
Bishop DAR	\$859.40	232	425	-144	28	-5	15	551	26	58	-1307	-593	-0.11	0.14	0.36	-2.21	0.08
Nite Rider	-\$453.20	-88	1	-24	2	-3	6	-106	-1	-2	-220	-205	-0.15	-0.20	-1.48	-2.98	-0.04
Mammoth FR	\$0.00	-1970	0	50	0	-2150	0	-4070	3	3	834	727	N/A	N/A	-1.70	0.32	-0.19
Mammoth DAR	\$857.80	-23	-1	-50	3	-3	5	-69	-11	-8	-171	-172	3.86	3.05	-0.32	-0.84	0.11
Reno	\$6,809.25	223	36	13	2	1	6	281	26	50	1716	1943	-1.53	0.20	0.42	-1.78	0.01
Lancaster	\$3,851.50	225	40	-13	-2	10	0	260	58	53	2506	2616	-0.37	0.07	0.33	-0.84	0.01
Reds Meadow	\$90,282.40	31935	0	0	0	8686	544	41165	1085	1108	15113	13122					
June Lake Shuttle	\$21.00	-213	0	-8	0	-30	0	-252	9	11	-1483	-1347					

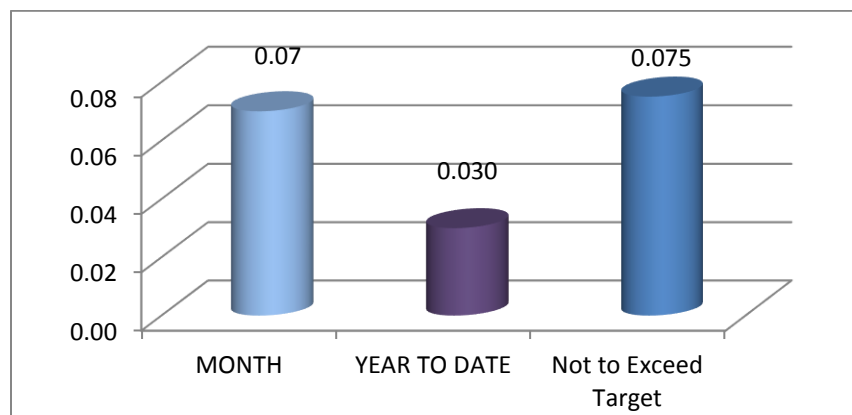
VARIANCE BY ROUTE (PERCENTAGE) – July 2018 to July 2017																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	3%	-2%	-2%	-20%	0%	22%	44%	-1%	-27%	-25%	-15%	-16%	4%	22%	32%	13%	18%
Lone Pine to Bishop	13%	-4%	8%	122%	75%	160%	-25%	9%	-19%	-12%	-20%	-10%	4%	26%	23%	-9%	21%
Lone Pine DAR	20%	129%	1%	69%	-7%	600%	-100%	18%	5%	5%	6%	6%	1%	13%	13%	1%	11%
Tecopa	103%		50%					100%	82%	118%	64%	135%	1%	-14%	-8%	-25%	-15%
Walker DAR	-42%	300%	207%	-63%		-100%		-43%	9%	11%	24%	30%	3%	-55%	-49%	12%	-56%
Bridgeport to G'Ville	-69%	-73%	-75%					-75%	-21%	-27%	-14%	-32%	23%	-54%	-65%	18%	-63%
Benton to Bishop	350%	0%	360%	500%			-100%	311%	104%	99%	77%	75%	9%	157%	106%	-11%	135%
Bishop DAR	11.2%	19.5%	39.5%	-25.6%	9.6%	-13.2%	11.5%	16.8%	2.7%	6.6%	-11.2%	-5.9%	-4.7%	18.1%	9.5%	-16.7%	24.0%
Nite Rider	-32%	-34%	3%	-49%	13%	-75%	60%	-29%	-2%	-2%	-21%	-20%	-4%	-15%	-27%	-19%	-11%
Mammoth FR		-3%		2500%		-14%		-5%	0%	0%	3%	2%	N/A	N/A	-6%	3%	-8%
Mammoth DAR	154%	-18%	-8%	-93%		-27%	4%	-21%	-6%	-5%	-29%	-33%	224%	282%	-18%	-25%	18%
Reno	30%	37%	30%	52%	200%	8%	600%	37%	9%	21%	16%	20%	-5%	9%	13%	-4%	15%
Lancaster	41%	53%	43%	-28%	-67%	91%	0%	44%	30%	32%	30%	33%	-2%	6%	9%	-2%	9%
Reds Meadow	100%	144%				125%	123%	139%	133%	158%	153%	148%					
June Lake Shuttle	263%	-53%		-89%		-47%		-53%	4%	5%	-28%	-28%					

Comments

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

- 7/3/18: Citizen called to complain about an ESTA bus speeding down Reds Meadow Road.
- 7/6/18: Rider called to compliment driver (Bob Carter) for his customer service while driving Town Trolley.
- 7/6/18: Rider wrote to complain that the Town Trolley passed stop that had been requested. Driver stated he did not hear the stop request, counseled to be attentive to passenger requests.
- 7/9/18: Customer wrote to complain about overcrowding on the Reno bus, and that no seat was available to her between Mammoth and Bridgeport.
- 7/10/18: Rider called to complain about driver reaction toward a passenger who refused to deboard the Town Trolley. Driver counseled on how to properly handle difficult passengers.
- 7/12/18: Customer wrote to complain about controversial topic being discussed by a group of riders aboard the Purple Line.
- 7/15/18: Business owner called to complain that riders were being bypassed by the June Lake Shuttle. Drivers counseled to stop at each stop and allow enough time for people to approach the bus.
- 7/24/18: Social service agency staff contacted ESTA on behalf of a Spanish speaking client who was having difficulty understanding the limitations of Mammoth Dial-a-Ride service which has been impacted by the Limited Route. Also had frustration with inability to communicate with driver due to language barrier.
- 7/26/18: Customer called to complain that his wife's pickup in Wilkerson had been missed, and that this had happen previously several months ago. Dispatchers counseled on making appropriate driver aware of route deviation pickups.
- 7/27/18: Rider wrote (through email and social media) to complain that Lone Pine Express driver(s) had missed him on two separate occasions, and were departing Independence ahead of schedule. Drivers were counseled to stop if ahead of schedule and thoroughly check stop for riders before proceeding.
- 7/27/18: Rider called to complain that the Village stop was missed by the early Reds Meadow bus. Driver counseled to make stop at the Village.
- 7/31/18: Allied agency reported that an ESTA driver had posted pictures and negative comments on a social media site about the state of repair of the Reds Meadow Road. Also stated that an agency employee had experienced negative interactions with an ESTA driver while conducting traffic control. ESTA Management is looking into ways to change company culture and encourage more legitimate, professional ways of reporting issues.

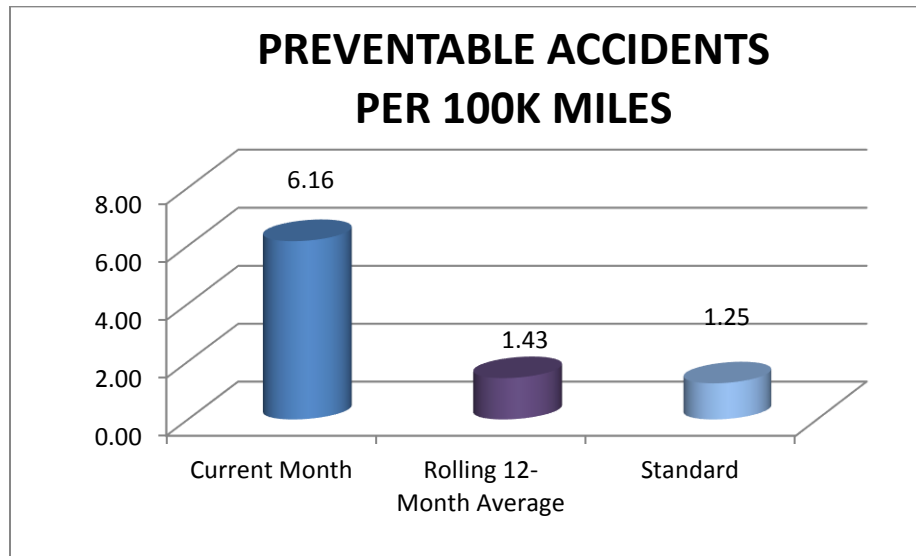
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were seven preventable accidents in July 2018.

- 7/11/18: Driver moved bus with fuel pump nozzle still inserted. Break-away connector on pump nozzle worked but was damaged.
- 7/15/18: Folded wheelchair fell out of storage area during a turn and broke a small window on the passenger door.
- 7/21/18: While navigating a tight road and avoiding opposing traffic, a tree branch contacted and broke a rear passenger window on a trolley.
- 7/21/18: Passenger door became lodged on concrete curb after loading passengers, driver attempted to move the bus to dislodge. Door hinge was damaged during the maneuver.
- 7/22/18: Bus contacted a utility building next to a bus stop in June Lake causing minor roof damage to the structure and a scrape on the bus.
- 7/26/18: While pulling away from fuel pumps, driver turned too tightly causing the rear body and bumper of the bus to contact a protective post.
- 7/31/18: Driver turned too tightly at Minaret/Old Mammoth intersection which bent a snow stake and damaging a bus mirror.

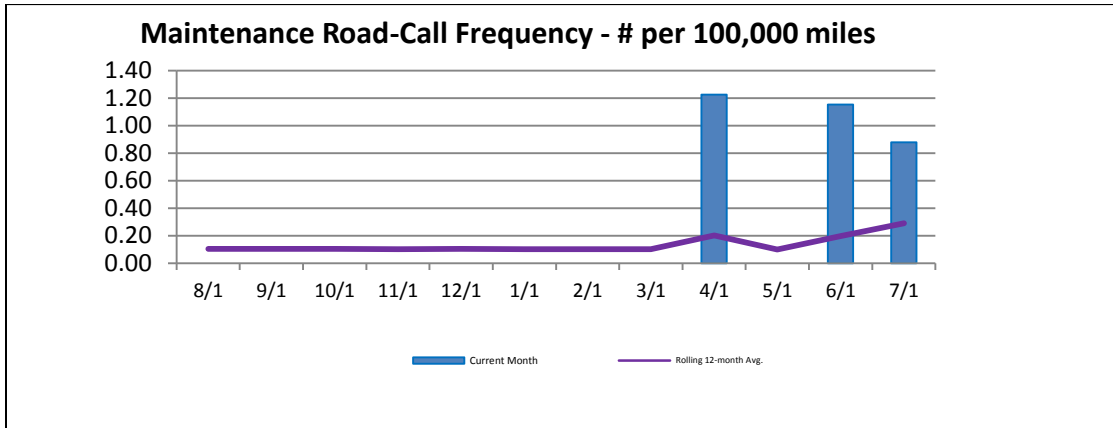


Missed Runs

There were no missed runs in July 2018.

Road Call Frequency

There was one Road Call during the month of July 2018. The rolling 12-month road call frequency is 0.29 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.)

JULY 2018

	PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS		
Total Trips:	2,127	74.6%
Average Wait Time (min.):	15	< 20 Minutes
Trips > 30 Minute Wait:	188	8.8%
ADVANCE RESERVATION TRIPS		
Total Trips:	725	25.4%
On Time Trips (± 10 min.)	537	74.1%
TOTAL SCHEDULED TRIPS		
No-Shows Including Checkpoints	266	9.3%
No-Shows Excluding Checkpoints	187	6.6%
Cancellations	66	2.3%