

MONTHLY OPERATIONS REPORT

| | Nov-18 | Oct-18 | Percent Change | Nov-17 | Percent Change |
|----------------------------|--------------------|--------------------|----------------|--------------------|----------------|
| PASSENGERS | | | | | |
| Adult | 37,183 | 17,323 | 114.6% | 36,450 | 2.0% |
| Senior | 1,718 | 1,818 | -5.5% | 1,618 | 6.2% |
| Disabled | 830 | 996 | -16.7% | 962 | -13.7% |
| Wheelchair | 285 | 343 | -16.9% | 375 | -24.0% |
| Child | 5,540 | 3,690 | 50.1% | 6,235 | -11.1% |
| Child under 5 | 278 | 291 | -4.5% | 282 | -1.4% |
| Total Passengers | 45,834 | 24,461 | 87.4% | 45,922 | -0.2% |
| | | | | | |
| | | | | | |
| FARES | \$27,203.30 | \$32,930.20 | -17.4% | \$27,856.58 | -2.3% |
| | | | | | |
| SERVICE MILES | 67,312 | 65,275 | 3.1% | 66,762 | 0.8% |
| | | | | | |
| SERVICE HOURS | 3,872 | 3,663 | 5.7% | 3,885 | -0.3% |
| | | | | | |
| Passengers per Hour | 11.84 | 6.68 | 77.3% | 11.82 | 0.2% |

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

| Route | Nov-18 | Nov-17 | Variance | % Change |
|-----------------------|---------------|---------------|------------|--------------|
| Mammoth Express | 372 | 291 | 81 | 27.8% |
| Lone Pine to Bishop | 223 | 233 | -10 | -4.3% |
| Lone Pine DAR | 296 | 330 | -34 | -10.3% |
| Tecopa | 9 | 16 | -7 | -43.8% |
| Walker DAR | 115 | 169 | -54 | -32.0% |
| Bridgeport to G'Ville | 18 | 51 | -33 | -64.7% |
| Benton to Bishop | 53 | 28 | 25 | 89.3% |
| Bishop DAR | 3,485 | 3,548 | -63 | -1.8% |
| Nite Rider | 314 | 322 | -8 | -2.5% |
| Mammoth FR | 16,545 | 14,919 | 1,626 | 10.9% |
| Mammoth DAR | 141 | 262 | -121 | -46.2% |
| Reno | 413 | 490 | -77 | -15.7% |
| Lancaster | 364 | 403 | -39 | -9.7% |
| MMSA | 23,486 | 24,860 | -1,374 | -5.5% |
| TOTALS | 45,834 | 45,922 | -88 | -0.2% |

PASSENGERS PER SERVICE HOUR

| REPORT MONTH - THIS YEAR/LAST YEAR | | | | PAX MILES/ SVC HOUR | |
|------------------------------------|--------|--------|----------|------------------------|--------|
| Route | Nov-18 | Nov-17 | % Change | | |
| Mammoth Express | 4.83 | 3.62 | 33.4% | | |
| Lone Pine to Bishop | 2.31 | 2.36 | -2.2% | | |
| Lone Pine DAR | 2.22 | 2.42 | -8.3% | | |
| Tecopa | 0.68 | 1.14 | -39.8% | | |
| Walker DAR | 0.77 | 1.18 | -34.9% | | |
| Bridgeport to G'Ville | 0.73 | 1.49 | -51.1% | | |
| Benton to Bishop | 3.88 | 2.65 | 46.3% | | |
| Bishop DAR | 3.97 | 4.03 | -1.5% | | |
| Nite Rider | 4.56 | 4.47 | 1.9% | | |
| Mammoth FR | 15.43 | 14.03 | 10.0% | | |
| Mammoth DAR | 0.86 | 1.39 | -38.3% | | |
| Reno | 1.50 | 1.79 | -16.4% | | 130.79 |
| Lancaster | 1.64 | 1.84 | -10.7% | | 166.17 |
| MMSA | 34.43 | 37.07 | -7.1% | | |
| Total | 11.84 | 11.82 | 0.2% | | |

| 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 |
|-----------------------|--------------------|---------------|--------------|------------|------------|--------------|------------|---------------|--------------|--------------|---------------|---------------|------------|--------------|--------------|-------------|--------------|
| Nov-18 | | | | | | | | | | | | | | | | | |
| 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 to Bishop | \$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 | 112 | 0 | 0 | 0 | 115 | 160 | 150 | 563 | 432 | 2.63 | .70 | .77 | 3.8 | 0.27 |
| Bridgeport to G'Ville | \$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 | 11.2 | 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 | 2,222 | 0 | 16,545 | 1,120 | 1,072 | 14,055 | 13,389 | 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 | \$7,642.25 | 295 | 63 | 25 | 7 | 21 | 2 | 413 | 292 | 276 | 12,452 | 11,693 | 18.50 | .65 | 1.50 | 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 |
| MMSA | \$0.00 | 20,386 | 0 | 0 | 0 | 3,100 | 0 | 23,486 | 718 | 682 | 9,239 | 8,834 | N/A | N/A | 34.43 | 13.5 | 2.66 |
| Total | \$27,203.30 | 37,183 | 1,718 | 830 | 285 | 5,540 | 278 | 45,834 | 4,129 | 3,872 | 69,496 | 67,312 | .59 | .40 | 11.84 | 18.0 | 0.68 |

| | | | | | | | | | | | | | | | | | |
|-----------------------|--------------------|---------------|--------------|------------|------------|--------------|------------|---------------|--------------|--------------|---------------|---------------|------------|------------|--------------|-------------|-------------|
| Nov-17 | | | | | | | | | | | | | | | | | |
| Mammoth Express | \$1,625.00 | 234 | 30 | 8 | 0 | 12 | 7 | 291 | 100 | 80 | 3,477 | 3,405 | 5.58 | .48 | 3.62 | 43.3 | 0.09 |
| Lone Pine to Bishop | \$1,128.13 | 135 | 55 | 26 | 9 | 4 | 4 | 233 | 121 | 99 | 4,736 | 4,270 | 4.84 | .26 | 2.36 | 48.0 | 0.05 |
| Lone Pine DAR | \$894.00 | 51 | 100 | 134 | 0 | 41 | 4 | 330 | 143 | 137 | 1,482 | 1,436 | 2.71 | .62 | 2.42 | 10.9 | 0.23 |
| Tecopa | \$80.00 | 0 | 16 | 0 | 0 | 0 | 0 | 16 | 14 | 14 | 353 | 353 | 5.00 | .23 | 1.14 | 25.1 | 0.05 |
| Walker DAR | \$512.40 | 14 | 14 | 139 | 0 | 2 | 0 | 169 | 152 | 143 | 1,175 | 1,035 | 3.03 | .50 | 1.18 | 8.2 | 0.16 |
| Bridgeport to G'Ville | \$329.50 | 7 | 38 | 6 | 0 | 0 | 0 | 51 | 40 | 34 | 978 | 678 | 6.46 | .49 | 1.49 | 28.6 | 0.08 |
| Benton to Bishop | \$153.00 | 7 | 12 | 7 | 0 | 2 | 0 | 28 | 22 | 11 | 925 | 470 | 5.46 | .33 | 2.65 | 87.7 | 0.06 |
| Specials | \$0.00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | | | |
| Bishop DAR | \$8,109.80 | 1,227 | 1,164 | 500 | 344 | 128 | 185 | 3,548 | 941 | 880 | 10,189 | 9,345 | 2.29 | .87 | 4.03 | 11.6 | 0.38 |
| Nite Rider | \$1,234.80 | 258 | 10 | 11 | 20 | 0 | 23 | 322 | 75 | 72 | 987 | 975 | 3.83 | 1.27 | 4.47 | 13.7 | 0.33 |
| Mammoth FR | \$0.00 | 12,639 | 0 | 0 | 0 | 2,280 | 0 | 14,919 | 1,105 | 1,063 | 14,018 | 13,500 | N/A | N/A | 14.03 | 13.2 | 1.11 |
| Mammoth DAR | \$608.20 | 135 | 12 | 66 | 0 | 1 | 48 | 262 | 193 | 189 | 512 | 423 | 2.32 | 1.44 | 1.39 | 2.7 | 0.62 |
| Reno | \$7,379.75 | 356 | 81 | 26 | 1 | 24 | 2 | 490 | 316 | 273 | 12,514 | 11,551 | 15.06 | .64 | 1.79 | 45.8 | 0.04 |
| Lancaster | \$5,802.00 | 262 | 86 | 39 | 1 | 6 | 9 | 403 | 245 | 219 | 10,665 | 10,483 | 14.40 | .55 | 1.84 | 48.7 | 0.04 |
| MMSA | \$0.00 | 21,125 | 0 | 0 | 0 | 3,735 | 0 | 24,860 | 709 | 671 | 9,280 | 8,838 | .00 | .00 | 37.07 | 13.8 | 2.81 |
| Total | \$27,856.58 | 36,450 | 1,618 | 962 | 375 | 6,235 | 282 | 45,922 | 4,176 | 3,885 | 71,291 | 66,762 | .61 | .42 | 11.82 | 18.4 | 0.69 |

| 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 | \$507.75 | 87 | -5 | -5 | 3 | -2 | 3 | 81 | -12 | -3 | 30 | 16 | 0.15 | 0.15 | 1.21 | 2.27 | 0.02 |
| Lone Pine to Bishop | -\$7.38 | -22 | 11 | -9 | 10 | 2 | -2 | -10 | -8 | -2 | -290 | 51 | 0.18 | 0.00 | -0.05 | -1.96 | 0.00 |
| Lone Pine DAR | -\$155.20 | -1 | 10 | -41 | 4 | -3 | -3 | -34 | -3 | -3 | -184 | -160 | -0.21 | -0.04 | -0.20 | -1.13 | 0.00 |
| Tecopa | -\$35.00 | 0 | -7 | 0 | 0 | 0 | 0 | -7 | -1 | -1 | -6 | -6 | 0.00 | -0.10 | -0.45 | 1.29 | -0.02 |
| Walker DAR | -\$209.40 | -11 | -14 | -27 | 0 | -2 | 0 | -54 | 7 | 7 | -612 | -603 | -0.40 | 0.21 | -0.41 | -4.45 | 0.10 |
| Bridgeport to G'Ville | -\$209.50 | -4 | -31 | 2 | 0 | 0 | 0 | -33 | -12 | -10 | -435 | -229 | 0.21 | -0.22 | -0.76 | -6.61 | -0.04 |
| Benton to Bishop | \$138.50 | 19 | 3 | 3 | 0 | -1 | 1 | 25 | 7 | 3 | 319 | 155 | 0.04 | 0.14 | 1.23 | 3.46 | 0.03 |
| Bishop DAR | -\$553.20 | -113 | 131 | -18 | -103 | -3 | 43 | -63 | 10 | -2 | -380 | 1495 | -0.12 | -0.17 | -0.06 | -0.41 | -0.06 |
| Nite Rider | \$26.40 | -16 | 18 | 19 | -10 | 1 | -20 | -8 | -5 | -3 | -69 | -72 | 0.18 | 0.13 | 0.08 | -0.39 | 0.02 |
| Mammoth FR | \$0.00 | 1679 | 0 | 5 | 0 | -58 | 0 | 1626 | 15 | 9 | 37 | -111 | N/A | N/A | 1.40 | -0.08 | 0.13 |
| Mammoth DAR | -\$271.40 | -52 | 4 | -52 | 0 | 3 | -24 | -121 | -27 | -24 | -88 | -78 | 0.07 | -0.46 | -0.53 | -0.14 | -0.21 |
| Reno | \$262.50 | -61 | -18 | -1 | 6 | -3 | 0 | -77 | -24 | 2 | -62 | 142 | 3.44 | 0.01 | -0.29 | -0.60 | -0.01 |
| Lancaster | -\$147.35 | -33 | -2 | -8 | 0 | 6 | -2 | -39 | -3 | 3 | -14 | -46 | 1.14 | -0.01 | -0.20 | -0.61 | 0.00 |
| MMSA | \$0.00 | -739 | 0 | 0 | 0 | -635 | 0 | -1,374 | 9 | 11 | -41 | -4 | | | | | |

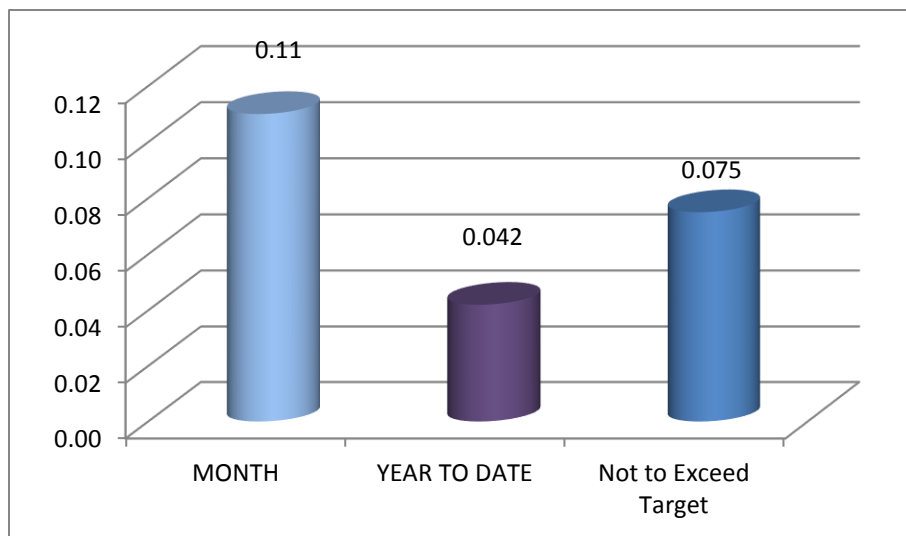
| VARIANCE BY ROUTE (PERCENTAGE) – November 2018 to November 2017 | | | | | | | | | | | | | | | | | |
|---|-------|--------|-------|------|-------|-------|-------|-----------|--------|-----------------|-------|---------------|----------|--------------|--------------|-------------|--------------|
| Route | 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 | 31% | 37% | -17% | -63% | | -17% | 43% | 28% | -12% | -4% | 1% | 0% | 3% | 31% | 33% | 5% | 27% |
| Lone Pine to Bishop | -1% | -16% | 20% | -35% | 111% | 50% | -50% | -4% | -7% | -2% | -6% | 1% | 4% | -2% | -2% | -4% | -5% |
| Lone Pine DAR | -17% | -2% | 10% | -31% | | -7% | -75% | -10% | -2% | -2% | -12% | -11% | -8% | -7% | -8% | -10% | 1% |
| Tecopa | -44% | | -44% | | | | | -44% | -8% | -7% | -2% | -2% | 0% | -43% | -40% | 5% | -43% |
| Walker DAR | -41% | -79% | -100% | -19% | | -100% | | -32% | 5% | 5% | -52% | -58% | -13% | 42% | -35% | -54% | 63% |
| Bridgeport to G'Ville | -64% | -57% | -82% | 33% | | | | -65% | -29% | -28% | -44% | -34% | 3% | -45% | -51% | -23% | -47% |
| Benton to Bishop | 91% | 271% | 25% | 43% | | -50% | | 89% | 33% | 29% | 34% | 33% | 1% | 43% | 46% | 4% | 42% |
| Bishop DAR | -6.8% | -9.2% | 11.3% | 3.6% | 29.9% | -2.3% | 23.2% | -1.8% | 1.0% | -0.2% | -3.7% | 16.0% | -5.1% | -19.7% | -1.5% | -3.5% | -15.3% |
| Nite Rider | 2% | -6% | 180% | 173% | -50% | | -87% | -2% | -7% | -4% | -7% | -7% | 5% | 10% | 2% | -3% | 5% |
| Mammoth FR | | 13% | | | | -3% | | 11% | 1% | 1% | 0% | -1% | N/A | N/A | 10% | -1% | 12% |
| Mammoth DAR | -45% | -39% | 33% | -79% | | 300% | -50% | -46% | -14% | -13% | -17% | -18% | 3% | -32% | -38% | -5% | -34% |
| Reno | 4% | -17% | -22% | -4% | 600% | -13% | 0% | -16% | -8% | 1% | 0% | 1% | 23% | 2% | -16% | -1% | -17% |
| Lancaster | -3% | -13% | -2% | -21% | 0% | 100% | -22% | -10% | -1% | 1% | 0% | 0% | 8% | -2% | -11% | -1% | -9% |
| MMSA | | -3% | | | | -17% | | -6% | 1% | 2% | 0% | 0% | | | | | |

Comments

There were six comments received for the month of November 2018.

- 11/1: Customer complimented driver Cheryl Mureau for helping her board the bus and to a seat, and then securing her mobility device so that she didn't have to hold onto it for the ride.
- 11/10: Customer Emailed to complain the new Stop 15 was not ADA compliant. New stop 15 construction was approved by both Caltrans and TOML.
- 11/13: Customer called to complain that a trolley left a stop at the Village 4 minutes early. GPS tracking logs for the given date and timeframe did not reflect any early departures.
- 11/22: Customer called and stated that they were kicked off of bus at Stop 17. Driver stated that the passenger was informed that the bus they boarded was not the correct route, and was given instructions to locate the correct route.
- 11/22: Customer called to state that a driver had told him that he could not board the bus due to smelling of marijuana, asked if we had a policy against such.
- 11/23: Customer called to complain that a bus was cutting across parking rows at the Bishop Vons and nearly hit her vehicle.

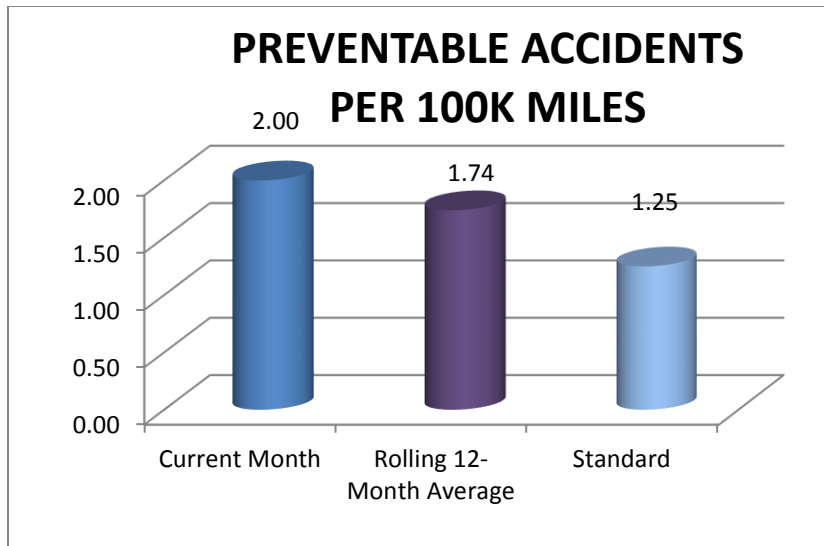
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were two preventable accidents in November 2018.

- 11/20: Driver struck snow stake next to stop along Old Mammoth Road
- 11/24: Driver struck snow stake near Stop 1 (Snow Creek bus loop)



Missed Runs

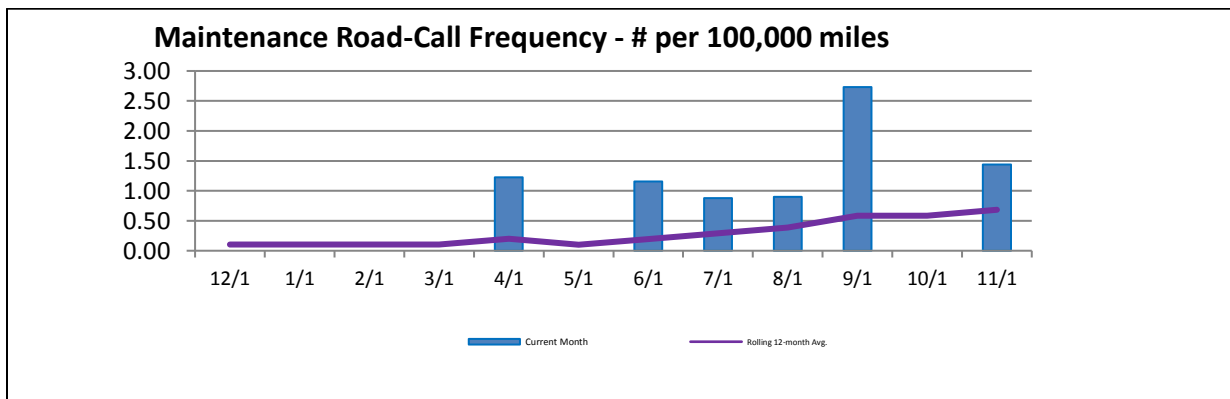
There was one missed/late run in November 2018.

- 11/16: Red Line in the evening (after 1730) ran at 30-minute intervals instead of 20-minute due to last minute staffing shortage.

* 11/22-11/24: Several delayed runs due to Winter storm conditions and associated snow removal traffic.

Road Call Frequency

There was one Road Call during the month of November 2018. The rolling 12-month road call frequency is 0.59 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.)

NOVEMBER 2018

| | | PERCENT | GOAL |
|----------------------------------|-------|---------|------------------------|
| IMMEDIATE RESPONSE TRIPS | | | |
| Total Trips: | 1,965 | 79.2% | |
| Average Wait Time (min.): | 13 | | <i>< 20 Minutes</i> |
| Trips > 30 Minute Wait: | 132 | 6.7% | <i>< 5%</i> |
| ADVANCE RESERVATION TRIPS | | | |
| Total Trips: | 517 | 20.8% | |
| On Time Trips (± 10 min.) | 440 | 85.1% | |
| TOTAL SCHEDULED TRIPS | | | |
| No-Shows Including Checkpoints | 209 | 8.4% | |
| No-Shows Excluding Checkpoints | 111 | 4.5% | |
| Cancellations | 79 | 3.2% | |