

MONTHLY OPERATIONS REPORT

	Sep-18	Aug-18	Percent Change	Sep-17	Percent Change
PASSENGERS					
Adult	39,111	89,454	-56.3%	39,909	-2.0%
Senior	1,934	2,341	-17.4%	1,735	11.5%
Disabled	908	893	1.7%	1,070	-15.1%
Wheelchair	316	354	-10.7%	373	-15.3%
Child	6,909	18,649	-63.0%	7,258	-4.8%
Child under 5	487	1,118	-56.4%	385	26.5%
Total Passengers	49,665	112,809	-56.0%	50,730	-2.1%
FARES	\$81,118.50	\$224,610.15	-63.9%	\$89,141.30	-9.0%
SERVICE MILES	68,236	100,780	-32.3%	70,507	-3.2%
SERVICE HOURS	4,084	6,411	-36.3%	4,226	-3.3%
Passengers per Hour	12.16	17.60	-30.9%	12.01	1.3%

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

Route	Sep-18	Sep-17	Variance	% Change
Mammoth Express	308	343	-35	-10.2%
Lone Pine to Bishop	270	320	-50	-15.6%
Lone Pine DAR	280	321	-41	-12.8%
Tecopa	12	8	4	50.0%
Walker DAR	107	225	-118	-52.4%
Bridgeport to G'Ville	14	41	-27	-65.9%
Benton to Bishop	35	25	10	40.0%
Bishop DAR	3,706	3,359	347	10.3%
Nite Rider	440	503	-63	-12.5%
Mammoth FR	28,933	28,010	923	3.3%
Mammoth DAR	149	223	-74	-33.2%
Reno	696	855	-159	-18.6%
Lancaster	554	598	-44	-7.4%
Reds Meadow	14,068	15,725	-1,657	-10.5%
June Lake Shuttle	12	21	-9	-42.9%
Bishop Creek*	9	48	-39	-81.3%
Specials	72	153	-81	-52.9%
TOTALS	49,665	50,730	-1,065	-2.1%

* Service ended on Labor Day in 2018 / Ran weekends only after Labor Day in 2017

PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				PAX MILES/ SVC HOUR	
Route	Sep-18	Sep-17	% Change		
Mammoth Express	4.26	4.23	0.7%		
Lone Pine to Bishop	2.91	3.13	-7.0%		
Lone Pine DAR	2.11	2.29	-8.2%		
Tecopa	0.82	0.79	3.7%		
Walker DAR	0.79	1.52	-47.9%		
Bridgeport to G'Ville	0.53	1.50	-64.7%		
Benton to Bishop	2.20	1.67	31.9%		
Bishop DAR	4.31	3.83	12.4%		
Nite Rider	6.04	5.99	0.9%		
Mammoth FR	18.28	17.53	4.3%		
Mammoth DAR	1.03	1.24	-16.6%		
Reno	2.73	3.19	-14.2%		303.96
Lancaster	2.75	2.83	-2.6%		266.91
Reds Meadow	32.88	35.52	-7.5%		
June Lake Shuttle	0.40	0.88	-54.3%		
Bishop Creek	0.86	1.32	-35.1%		
Specials	7.02	8.74	-19.7%		
Total	12.16	12.01	1.3%		

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
Sep-18																	
Mammoth Express	\$1,740.25	248	32	1	8	8	11	308	81	72	3,277	3,207	5.65	.54	4.26	45.4	0.10
Lone Pine to Bishop	\$1,453.50	155	76	25	13	0	1	270	109	93	4,406	4,117	5.38	.35	2.91	47.5	0.07
Lone Pine DAR	\$700.40	6	154	63	11	46	0	280	139	133	1,277	1,274	2.50	.55	2.11	9.6	0.22
Tecopa	\$62.00	4	8	0	0	0	0	12	15	15	357	357	5.17	.17	.82	24.5	0.03
Walker DAR	\$308.70	0	4	103	0	0	0	107	145	135	1,250	1,061	2.89	.29	.79	9.3	0.10
Bridgeport to G'Ville	\$108.50	0	6	8	0	0	0	14	34	27	836	836	7.75	.13	.53	31.5	0.02
Benton to Bishop	\$197.50	10	17	8	0	0	0	35	30	16	1,330	698	5.64	.28	2.20	83.7	0.05
Specials	\$0.00	49	23	0	0	0	0	72	12	10	157	149	N/A	N/A	7.02	15.3	0.48
Bishop DAR	\$8,215.25	1,206	1,338	552	259	155	196	3,706	918	861	10,054	9,289	2.22	.88	4.31	11.7	0.40
Nite Rider	\$1,635.20	293	52	59	16	3	17	440	77	73	1,072	1,072	3.72	1.53	6.04	14.7	0.41
Mammoth FR	\$0.00	24,452	0	1	0	4,480	0	28,933	1,643	1,583	20,261	19,502	N/A	N/A	18.28	12.8	1.48
Mammoth DAR	\$366.20	93	11	21	0	4	20	149	151	144	581	501	2.46	.73	1.03	4.0	0.30
Reno	\$16,547.50	511	116	38	5	25	1	696	276	255	11,102	10,841	23.78	1.53	2.73	43.6	0.06
Lancaster	\$8,435.50	407	93	29	4	2	19	554	224	201	9,807	9,513	15.23	.89	2.75	48.7	0.06
Reds Meadow	\$41,313.00	11,661	0	0	0	2,185	222	14,068	476	428	6,631	4,979	2.94	8.30	32.88	15.5	2.83
June Lake Shuttle	\$0.00	11	0	0	0	1	0	12	32	30	550	513	.00	.00	.40	18.4	0.02
Bishop Creek	\$35.00	5	4	0	0	0	0	9	11	10	335	327	3.89	.11	.86	32.0	0.03
Total	\$81,118.50	39,111	1,934	908	316	6,909	487	49,665	4,373	4,084	73,283	68,236	1.63	1.19	12.16	17.9	0.73

Sep-17																	
Mammoth Express	\$1,857.25	252	60	8	0	11	12	343	101	81	3,467	3,391	5.41	.55	4.23	42.8	0.10
Lone Pine to Bishop	\$1,691.50	196	74	37	10	3	0	320	132	102	5,160	4,377	5.29	.39	3.13	50.5	0.07
Lone Pine DAR	\$827.80	22	168	52	25	54	0	321	147	140	1,461	1,461	2.58	.57	2.29	10.4	0.22
Tecopa	\$40.00	0	8	0	0	0	0	8	12	10	312	252	5.00	.16	.79	30.9	0.03
Walker DAR	\$640.00	15	28	179	0	3	0	225	157	148	1,410	1,234	2.84	.52	1.52	9.6	0.18
Bridgeport to G'Ville	\$263.25	2	39	0	0	0	0	41	33	27	855	570	6.42	.46	1.50	31.2	0.07
Benton to Bishop	\$132.00	4	10	10	0	1	0	25	27	15	1,156	642	5.28	.21	1.67	77.2	0.04
Specials	\$0.00	153	0	0	0	0	0	153	18	18	150	150	N/A	N/A			
Bishop DAR	\$7,815.60	1,264	1,015	561	295	50	174	3,359	946	877	10,251	9,369	2.33	.83	3.83	11.7	0.36
Nite Rider	\$1,959.00	376	19	39	36	6	27	503	88	84	1,256	1,244	3.89	1.57	5.99	15.0	0.40
Mammoth FR	\$0.00	23,355	0	15	0	4,640	0	28,010	1,653	1,598	20,839	20,134	N/A	N/A	17.53	13.0	1.39
Mammoth DAR	\$567.60	101	21	87	0	0	14	223	183	180	548	483	2.55	1.18	1.24	3.0	0.46
Reno	\$20,783.80	581	189	47	6	30	2	855	310	268	11,941	11,011	24.31	1.89	3.19	44.5	0.08
Lancaster	\$8,915.50	442	104	35	1	7	9	598	242	211	10,418	10,174	14.91	.88	2.83	49.3	0.06
Reds Meadow	\$43,604.00	13,125	0	0	0	2,453	147	15,725	514	443	6,168	5,528	2.77	7.89	35.52	13.9	2.84
June Lake Shuttle	\$44.00	21	0	0	0	0	0	21	26	24	549	487	2.10	.09	.88	23.0	0.04
Bishop Creek	\$215.00	38	10	0	0	0	0	48	40	36	1,138	1,095	4.48	.20	1.32	31.4	0.04
Total	\$89,141.30	39,909	1,735	1,070	373	7,258	385	50,730	4,588	4,226	75,941	70,507	1.76	1.26	12.01	18.0	0.72

VARIANCE BY ROUTE (RAW NUMBERS) – September 2018 to September 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	-\$117.00	-4	-28	-7	8	-3	-1	-35	-19	-9	-190	-184	0.24	-0.01	0.03	2.56	-0.01
Lone Pine to Bishop	-\$238.00	-41	2	-12	3	-3	1	-50	-22	-9	-754	-260	0.10	-0.03	-0.22	-2.97	-0.01
Lone Pine DAR	-\$127.40	-16	-14	11	-14	-8	0	-41	-7	-7	-184	-187	-0.08	-0.02	-0.19	-0.83	0.00
Tecopa	\$22.00	4	0	0	0	0	0	4	3	5	45	105	0.17	0.01	0.03	-6.46	0.00
Walker DAR	-\$331.30	-15	-24	-76	0	-3	0	-118	-12	-13	-160	-173	0.04	-0.23	-0.73	-0.28	-0.08
Bridgeport to G'Ville	-\$154.75	-2	-33	8	0	0	0	-27	1	-1	-19	266	1.33	-0.33	-0.97	0.36	-0.06
Benton to Bishop	\$65.50	6	7	-2	0	-1	0	10	3	1	174	56	0.36	0.08	0.53	6.50	0.01
Bishop DAR	\$399.65	-58	323	-9	-36	105	22	347	-28	-16	-197	-80	-0.11	0.05	0.48	-0.01	0.04
Nite Rider	-\$323.80	-83	33	20	-20	-3	-10	-63	-11	-11	-184	-172	-0.18	-0.05	0.05	-0.23	0.01
Mammoth FR	\$0.00	1097	0	-14	0	-160	0	923	-11	-15	-578	-632	N/A	N/A	0.75	-0.24	0.09
Mammoth DAR	-\$201.40	-8	-10	-66	0	4	6	-74	-32	-36	33	18	-0.09	-0.44	-0.21	0.99	-0.16
Reno	-\$4,236.30	-70	-73	-9	-1	-5	-1	-159	-34	-14	-839	-170	-0.53	-0.36	-0.45	-0.91	-0.01
Lancaster	-\$480.00	-35	-11	-6	3	-5	10	-44	-19	-10	-611	-661	0.32	0.01	-0.07	-0.51	0.00
Reds Meadow	-\$2,291.00	-1464	0	0	0	-268	75	-1657	-39	-15	463	-549					
June Lake Shuttle	-\$44.00	-10	0	0	0	1	0	-9	6	6	1	26					

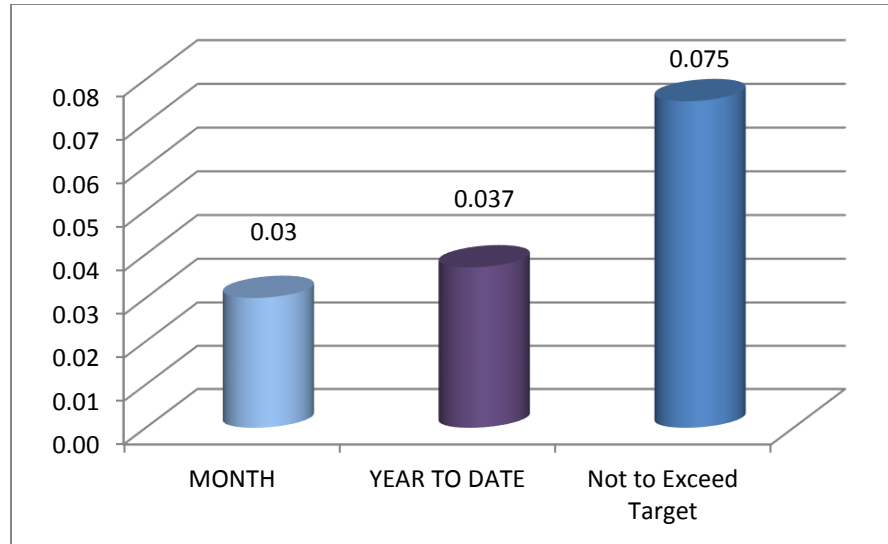
VARIANCE BY ROUTE (PERCENTAGE) – September 2018 to September 2017																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Total Svc Hours	Yd Mi	TOT SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-6%	-2%	-47%	-88%		-27%	-8%	-10%	-19%	-11%	-5%	-5%	4%	-1%	1%	6%	-5%
Lone Pine to Bishop	-14%	-21%	3%	-32%	30%	-100%		-16%	-17%	-9%	-15%	-6%	2%	-9%	-7%	-6%	-10%
Lone Pine DAR	-15%	-73%	-8%	21%	-56%	-15%		-13%	-5%	-5%	-13%	-13%	-3%	-3%	-8%	-8%	0%
Tecopa	55%		0%					50%	25%	45%	14%	42%	3%	9%	4%	-21%	6%
Walker DAR	-52%	-100%	-86%	-42%		-100%		-52%	-8%	-9%	-11%	-14%	1%	-44%	-48%	-3%	-45%
Bridgeport to G'Ville	-59%	-100%	-85%					-66%	4%	-3%	-2%	47%	21%	-72%	-65%	1%	-77%
Benton to Bishop	50%	150%	70%	-20%		-100%		40%	10%	6%	15%	9%	7%	38%	32%	8%	29%
Bishop DAR	5.1%	-4.6%	31.8%	1.6%	12.2%	210.0%	12.6%	10.3%	-3.0%	-1.9%	-1.9%	-0.9%	-4.7%	6.0%	12.4%	-0.1%	11.3%
Nite Rider	-17%	-22%	174%	51%	-56%	-50%	-37%	-13%	-12%	-13%	-15%	-14%	-5%	-3%	1%	-2%	2%
Mammoth FR		5%		-93%		-3%		3%	-1%	-1%	-3%	-3%	N/A	N/A	4%	-2%	7%
Mammoth DAR	-35%	-8%	-48%	-76%			43%	-33%	-18%	-20%	6%	4%	-3%	-38%	-17%	32%	-36%
Reno	-20%	-12%	-39%	-19%	-17%	-17%	-50%	-19%	-11%	-5%	-7%	-2%	-2%	-19%	-14%	-2%	-17%
Lancaster	-5%	-8%	-11%	-17%	300%	-71%	111%	-7%	-8%	-5%	-6%	-6%	2%	1%	-3%	-1%	-1%
Reds Meadow	-5%	-11%				-11%	51%	-11%	-8%	-3%	8%	-10%					
June Lake Shuttle	-100%	-48%						-43%	25%	25%	0%	5%					

Comments

There were two comments received for the month of September 2018.

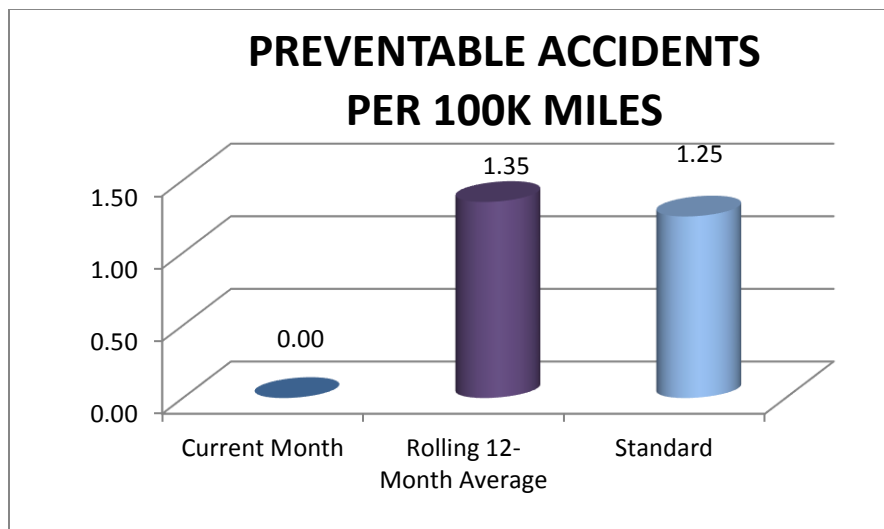
- 9/4: Motorist called to complain about an aggressive maneuver made by an ESTA driver and the intersection of Spruce St. and E. Yaney St. Driver counseled about appropriate response to other motorists.
- 9/18/18: Customer Emailed to complain about a driver driving dangerously in Mammoth area, no description of event or time/location.

COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were no preventable accidents in September 2018.



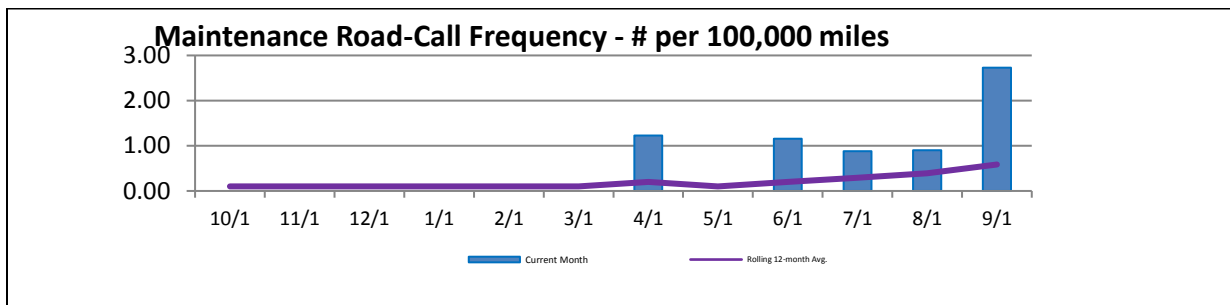
Missed Runs

There was one missed run in September 2018

- 9/5/18: Bridgeport-Gardnerville did not run due to road closure of HWY 395 associated with the Boot Fire.

Road Call Frequency

There were two Road Calls during the month of September 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.)

SEPTEMBER 2018

	PERCENT	GOAL
IMMEDIATE RESPONSE TRIPS		
Total Trips:	2,049	77.2%
Average Wait Time (min.):	14	< 20 Minutes
Trips > 30 Minute Wait:	141	6.9%
		< 5%
ADVANCE RESERVATION TRIPS		
Total Trips:	606	22.8%
On Time Trips (± 10 min.)	460	75.9%
TOTAL SCHEDULED TRIPS		
No-Shows Including Checkpoints	168	6.3%
No-Shows Excluding Checkpoints	100	3.8%
Cancellations	60	2.3%