

## MONTHLY OPERATIONS REPORT

	Sep-19	Aug-19	Percent Change	Sep-18	Percent Change
<b>PASSENGERS</b>					
Adult	36,891	108,009	-65.8%	39,108	-5.7%
Senior	2,048	2,370	-13.6%	1,930	6.1%
Disabled	841	959	-12.3%	908	-7.4%
Wheelchair	257	251	2.4%	316	-18.7%
Child	4,810	20,833	-76.9%	6,909	-30.4%
Child under 5	456	1,110	-58.9%	487	-6.4%
<b>Total Passengers</b>	45,303	133,532	-66.1%	49,658	-8.8%
<b>FARES</b>	\$91,727.25	\$261,512.25	-64.9%	\$81,112.00	13.1%
<b>SERVICE MILES</b>	67,866	97,536	-30.4%	67,909	-0.1%
<b>SERVICE HOURS</b>	4,051	6,316	-35.9%	4,074	-0.6%
<b>Passengers per Hour</b>	11.18	21.14	-47.1%	12.19	-8.3%

<b>RIDERSHIP COMPARISON</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				
<b>Route</b>	<b>Sep-19</b>	<b>Sep-18</b>	<b>Variance</b>	<b>% Change</b>
Mammoth Express	397	312	85	27.2%
Lone Pine Express	366	272	94	34.6%
Lone Pine DAR	417	280	137	48.9%
Tecopa	15	12	3	25.0%
Walker DAR	118	107	11	10.3%
Bridgeport to G'Ville	12	14	-2	-14.3%
Benton to Bishop	39	35	4	11.4%
Bishop DAR	3,522	3,706	-184	-5.0%
Nite Rider	313	440	-127	-28.9%
Mammoth FR	24,783	28,933	-4,150	-14.3%
Mammoth DAR	249	149	100	67.1%
Reno	987	696	291	41.8%
Lancaster	608	550	58	10.5%
Reds Meadow	13,366	14,068	-702	-5.0%
Bishop Creek	20	9	11	122.2%
Specials	91	72	19	26.4%
<b>TOTALS</b>	<b>45,303</b>	<b>49,658</b>	<b>-4,355</b>	<b>-8.8%</b>

<b>PASSENGERS PER SERVICE HOUR</b>				
<b>REPORT MONTH - THIS YEAR/LAST YEAR</b>				<b>PAX MILES/</b>
<b>Route</b>	<b>Sep-19</b>	<b>Sep-18</b>	<b>% Change</b>	<b>SVC HOUR</b>
Mammoth Express	5.13	4.26	20.5%	
Lone Pine Express	3.71	2.93	26.5%	
Lone Pine DAR	2.98	2.11	41.5%	
Tecopa	1.01	0.82	22.9%	
Walker DAR	0.83	0.79	4.0%	
Bridgeport to G'Ville	0.64	0.53	20.7%	
Benton to Bishop	2.72	2.20	23.5%	
Bishop DAR	3.97	4.31	-7.9%	
Nite Rider	5.13	6.04	-15.1%	
Mammoth FR	16.17	18.28	-11.5%	
Mammoth DAR	1.46	1.03	41.7%	
Reno	3.66	2.73	34.0%	432.65
Lancaster	2.81	2.75	2.2%	290.14
Reds Meadow	34.18	32.88	4.0%	
Bishop Creek	3.05	0.86	255.7%	
Specials	9.46	7.02	34.7%	
<b>Total</b>	<b>11.18</b>	<b>12.19</b>	<b>-8.3%</b>	

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	
<b>Sep-19</b>																		
Mammoth Express	\$1,951.25	319	49	12	2	0	15	397	90	77	3,467	3,405	4.91	.57	5.13	44.8	0.12	
Lone Pine Express	\$2,038.75	201	131	32	2	0	0	366	121	99	4,809	4,450	5.57	.46	3.71	48.8	0.08	
Lone Pine DAR	\$997.60	16	219	61	12	108	1	417	147	140	1516	1516	2.39	.66	2.98	10.8	0.28	
Tecopa	\$76.00	8	7	0	0	0	0	15	15	15	358	358	5.07	.21	1.01	24.1	0.04	
Walker DAR	\$327.00	10	2	101	0	5	0	118	152	143	554	326	2.77	1.00	.83	3.9	0.36	
Bridgeport to G'Vill	\$70.00	4	0	8	0	0	0	12	20	19	373	252	5.83	.28	.64	19.8	0.05	
Benton to Bishop	\$217.00	14	17	8	0	0	0	39	28	14	1,174	601	5.56	.36	2.72	81.9	0.06	
Specials	\$0.00	77	14	0	0	0	0	91	12	10	264	194	N/A	N/A				
Bishop DAR	\$8,278.65	1,276	1,304	519	228	51	144	3,522	958	888	10,491	9,751	2.35	.85	3.97	11.8	0.36	
Nite Rider	\$1,243.20	241	19	27	11	3	12	313	63	61	859	847	3.97	1.47	5.13	14.1	0.37	
Mammoth FR	\$0.00	21,723	0	1	0	3,059	0	24,783	1,586	1,533	19,769	19,102	N/A	N/A	16.17	12.9	1.30	
Mammoth DAR	\$499.80	151	12	0	0	0	86	249	172	170	637	594	2.01	.84	1.46	3.7	0.42	
Reno	\$24,352.50	735	160	58	2	32	0	987	291	269	11,616	11,153	24.67	2.18	3.66	43.1	0.09	
Lancaster	\$10,159.00	473	113	14	0	6	2	608	238	216	10,221	10,042	16.71	1.01	2.81	47.2	0.06	
Reds Meadow	\$41,424.00	11,626	0	0	0	1,544	196	13,366	429	391	5,700	5,065						
Bishop Creek	\$92.50	17	1	0	0	2	0	20	8	7	234	210	4.63	.44	3.05	35.7	0.10	
<b>Total</b>	<b>\$91,727.25</b>	<b>36,891</b>	<b>2,048</b>	<b>841</b>	<b>257</b>	<b>4,810</b>	<b>456</b>	<b>45,303</b>	<b>4,330</b>	<b>4,051</b>	<b>72,042</b>	<b>67,866</b>	<b>2.02</b>	<b>1.35</b>	<b>11.18</b>	<b>17.8</b>	<b>0.67</b>	
<b>Sep-18</b>																		
Mammoth Express	\$1,764.25	252	32	1	8	8	11	312	83	73	3,322	3,249	5.65	.54	4.26	45.3	0.10	
Lone Pine Express	\$1,482.00	157	76	25	13	0	1	272	109	93	4,406	4,117	5.45	.36	2.93	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'Vill	\$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				
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	\$8,411.50	403	93	29	4	2	19	550	222	200	9,762	9,471	15.29	.89	2.75	48.8	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	
Bishop Creek	\$35.00	5	4	0	0	0	0	9	11	10	335	327	3.89	.11	.86	32.0	0.03	
<b>Total</b>	<b>\$81,112.00</b>	<b>39,108</b>	<b>1,930</b>	<b>908</b>	<b>316</b>	<b>6,909</b>	<b>487</b>	<b>49,658</b>	<b>4,362</b>	<b>4,074</b>	<b>72,948</b>	<b>67,909</b>	<b>1.63</b>	<b>1.19</b>	<b>12.19</b>	<b>17.9</b>	<b>0.73</b>	

VARIANCE BY ROUTE (RAW NUMBERS) – August 2019 to August 2018																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILE S	SVC MILE S	AVG FARE	REV/S VC MILE	PAX / SVC HR	MT / SVC HR	PAX / SVC MI
Mammoth Express	\$187.00	67	17	11	-6	-8	4	85	8	4	145	156	-0.74	0.03	0.87	-0.52	0.02
Lone Pine Express	\$556.75	44	55	7	-11	0	-1	94	11	6	403	333	0.12	0.10	0.78	1.23	0.02
Lone Pine DAR	\$297.20	10	65	-2	1	62	1	137	7	7	239	242	-0.11	0.11	0.87	1.23	0.06
Tecopa	\$14.00	4	-1	0	0	0	0	3	0	0	1	1	-0.10	0.04	0.19	-0.35	0.01
Walker DAR	\$18.30	10	-2	-2	0	5	0	11	7	8	-696	-735	-0.11	0.71	0.03	-5.40	0.26
Bridgeport to G'Ville	-\$38.50	4	-6	0	0	0	0	-2	-14	-8	-463	-584	-1.92	0.15	0.11	-11.72	0.03
Benton to Bishop	\$19.50	4	0	0	0	0	0	4	-2	-2	-156	-97	-0.08	0.08	0.52	-1.83	0.01
Bishop DAR	\$63.40	70	-34	-33	-31	-104	-52	-184	40	27	437	462	0.13	-0.04	-0.34	0.14	-0.04
Nite Rider	-\$392.00	-52	-33	-32	-5	0	-5	-127	-14	-12	-213	-225	0.26	-0.06	-0.91	-0.64	-0.04
Mammoth FR	\$0.00	-2729	0	0	0	-1421	0	-4150	-57	-50	-492	-400	N/A	N/A	-2.11	0.10	-0.19
Mammoth DAR	\$133.60	58	1	-21	0	-4	66	100	20	26	56	93	-0.45	0.11	0.43	-0.28	0.12
Reno	\$7,805.00	224	44	20	-3	7	-1	291	15	15	514	312	0.90	0.66	0.93	-0.49	0.02
Lancaster	\$1,747.50	70	20	-15	-4	4	-17	58	15	16	459	571	1.42	0.12	0.06	-1.56	0.00
Reds Meadow	\$111.00	-35	0	0	0	-641	-26	-702	-46	-37	-931	86					
Bishop Creek	\$57.50	12	-3	0	0	2	0	11	-3	-4	-101	-117	0.74	0.33	2.19	3.77	0.07

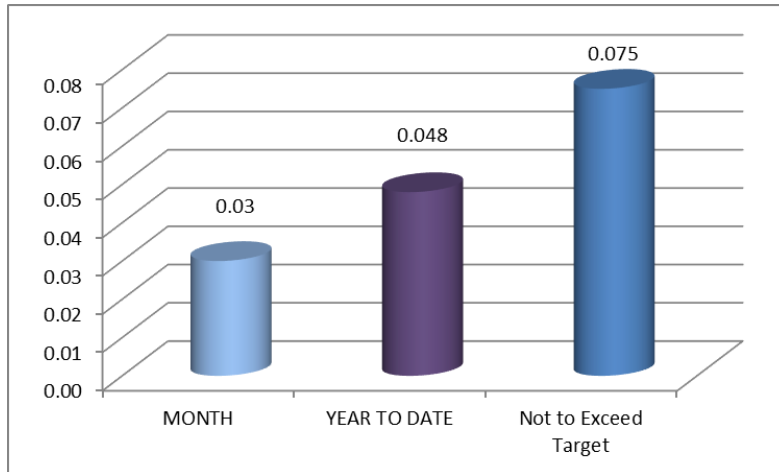
VARIANCE BY ROUTE (PERCENTAGE) – August 2019 to August 2018																	
Route	Fares	Adults	Snr	Dis	W/C	Child	Free	Total Pax	Yd Hrs	Svc Hours	Yd Mi	SVC MILE	AVG FARE	VC MILE	SVC HR	SVC HR	SVC MI
Mammoth Express	1%	27%	53%	100%	-75%	-100%	36%	27%	9%	6%	4%	5%	-13%	6%	21%	-1%	21%
Lone Pine Express	38%	28%	72%	28%	-85%		-100%	35%	10%	6%	9%	8%	2%	27%	26%	3%	24%
Lone Pine DAR	42%	167%	42%	-3%	9%	135%		49%	5%	5%	19%	19%	-4%	20%	41%	13%	25%
Tecopa	23%	100%	-13%					25%	2%	2%	0%	0%	-2%	22%	23%	-1%	25%
Walker DAR	6%		-50%	-2%				10%	5%	6%	-56%	-69%	-4%	245%	4%	-58%	259%
Bridgeport to G'Ville	-35%		-100%	0%				-14%	-40%	-29%	-55%	-70%	-25%	114%	21%	-37%	184%
Benton to Bishop	10%	40%	0%	0%				11%	-6%	-10%	-12%	-14%	-1%	28%	23%	-2%	29%
Bishop DAR	0.8%	5.8%	-2.5%	-6.0%	-12.0%	-67.1%	-26.5%	-5.0%	4.4%	3.1%	4.3%	5.0%	6.0%	-4.0%	-7.9%	12%	-9.5%
Nite Rider	-24%	-18%	-63%	-54%	-31%	0%	-29%	-29%	-19%	-16%	-20%	-21%	7%	-4%	-15%	-4%	-10%
Mammoth FR		-1%		0%		-32%		-14%	-3%	-3%	-2%	-2%	N/A	N/A	-12%	1%	-13%
Mammoth DAR	36%	62%	9%	-100%		-100%	330%	67%	14%	18%	10%	19%	-18%	15%	42%	-7%	41%
Reno	47%	44%	38%	53%	-60%	28%	-100%	42%	6%	6%	5%	3%	4%	43%	34%	-1%	38%
Lancaster	21%	17%	22%	-52%	-100%	200%	-89%	11%	7%	8%	5%	6%	9%	14%	2%	-3%	4%
Reds Meadow	0%	0%				-29%	-12%	-5%	-10%	-9%	-14%	2%					
Bishop Creek Shuttle	164%	240%	-75%					122%	-29%	-38%	-30%	-36%	19%	312%	256%	12%	246%

## Customer Comments

There were three comments received for the month of September 2019.

- 9/5: A customer called to complement all of the driver she has met in Bishop and Mammoth, and saying that she really appreciates the ESTA service.
- 9/9: A call was received stating that the Purple Line need to slow down on Lupin St.
- 9/20: A customer called asking for the trolleys to give more room to bicyclists when passing.

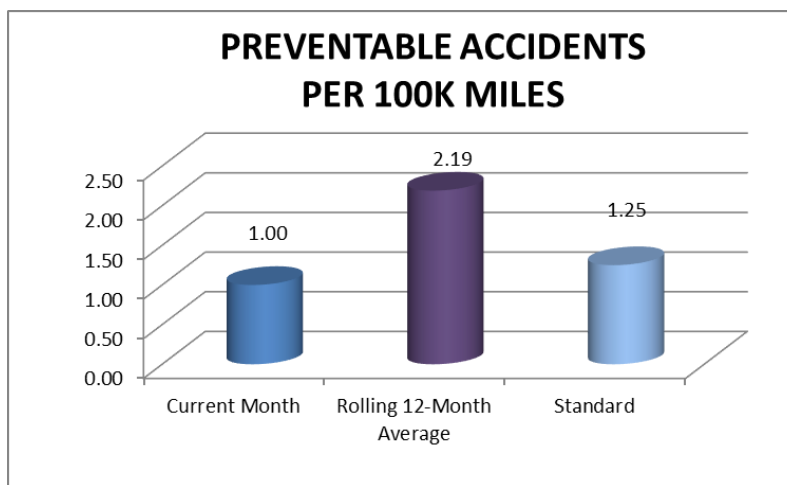
### COMPLAINTS PER 1,000 PASSENGERS



## Accident/Incidents

There was one preventable accident in September 2019.

- 9/3: Reds Meadow bus clipped a tree branch breaking the street-side mirror when trying to avoid an oncoming vehicle.



## Missed Runs

There were 4 missed/late runs in September 2019.

- 9/13: Three missed runs on Town Trolley due to driver no call no show.
- 9/16: Reno Route had to divert due to road closure (high wind) and missed Gardnerville-Lee Vining stops

## Road Call Frequency

There were no road calls during the month of September 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 12 vehicle exchanges during the month of September 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 0.95 per 100,00 miles.

Date	Road Calls	Bus Exchange	Miles	Road Calls / 100K Miles
Feb-19	1	5	78666	1.27
Mar-19	0	7	88385	0.00
Apr-19	2	6	85782	2.33
May-19	1	5	66050	1.51
Jun-19	1	8	65973	1.52
Jul-19	1	16	105637	0.95
Aug-19	0	11	109797	0.00
Sep-19	0	12	72042	0.00

## 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 2019			
		PERCENT	GOAL
<b>IMMEDIATE RESPONSE TRIPS</b>			
Total Trips:	2,252	78.6%	
Average Wait Time (min.):	13		< 20 Minutes
Trips > 30 Minute Wait:	135	6.0%	< 5%
<b>ADVANCE RESERVATION TRIPS</b>			
Total Trips:	613	21.4%	
On Time Trips (± 10 min.)	466	76.0%	
<b>TOTAL SCHEDULED TRIPS</b>			
No-Shows Including Checkpoints	211	7.4%	
No-Shows Excluding Checkpoints	138	4.8%	
Cancellations	93	3.2%	