

MONTHLY OPERATIONS REPORT

| | Oct-19 | Sep-19 | Percent Change | Oct-18 | Percent Change |
|----------------------------|--------------------|--------------------|----------------|--------------------|----------------|
| PASSENGERS | | | | | |
| Adult | 18,423 | 36,877 | -50.0% | 17,323 | 6.3% |
| Senior | 2,041 | 2,047 | -0.3% | 1,818 | 12.3% |
| Disabled | 803 | 841 | -4.5% | 996 | -19.4% |
| Wheelchair | 287 | 257 | 11.7% | 343 | -16.3% |
| Child | 2,515 | 4,808 | -47.7% | 3,690 | -31.8% |
| Child under 5 | 282 | 456 | -38.2% | 291 | -3.1% |
| Total Passengers | 24,351 | 45,286 | -46.2% | 24,461 | -0.4% |
| | | | | | |
| | | | | | |
| FARES | \$32,106.55 | \$91,656.50 | -65.0% | \$32,930.20 | -2.5% |
| | | | | | |
| SERVICE MILES | 64,675 | 67,716 | -4.5% | 65,275 | -0.9% |
| | | | | | |
| SERVICE HOURS | 3,617 | 4,046 | -10.6% | 3,663 | -1.2% |
| | | | | | |
| Passengers per Hour | 6.73 | 11.19 | -39.9% | 6.68 | 0.8% |

RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR

| Route | Oct-19 | Oct-18 | Variance | % Change |
|-----------------------|---------------|---------------|-------------|--------------|
| Mammoth Express | 369 | 313 | 56 | 17.9% |
| Lone Pine Express | 289 | 304 | -15 | -4.9% |
| Lone Pine DAR | 473 | 335 | 138 | 41.2% |
| Tecopa | 22 | 8 | 14 | 175.0% |
| Walker DAR | 27 | 153 | -126 | -82.4% |
| Bridgeport to G'Ville | 19 | 12 | 7 | 58.3% |
| Benton to Bishop | 54 | 32 | 22 | 68.8% |
| Bishop DAR | 3,792 | 3,777 | 15 | 0.4% |
| Nite Rider | 322 | 314 | 8 | 2.5% |
| Mammoth FR | 15,620 | 17,303 | -1,683 | -9.7% |
| Mammoth DAR | 266 | 195 | 71 | 36.4% |
| Reno | 591 | 564 | 27 | 4.8% |
| Lancaster | 476 | 446 | 30 | 6.7% |
| Reds Meadow | 1,836 | 703 | 1,133 | 161.2% |
| Bishop Creek | 0 | 0 | 0 | #DIV/0! |
| Specials | 195 | 2 | 193 | 9650.0% |
| TOTALS | 24,351 | 24,461 | -110 | -0.4% |

PASSENGERS PER SERVICE HOUR

| REPORT MONTH - THIS YEAR/LAST YEAR | | | | PAX MILES/ SVC HOUR |
|------------------------------------|---------|---------|----------|------------------------|
| Route | Oct-19 | Oct-18 | % Change | |
| Mammoth Express | 4.32 | 3.69 | 17.1% | |
| Lone Pine Express | 2.63 | 2.64 | -0.3% | |
| Lone Pine DAR | 2.92 | 2.08 | 40.2% | |
| Tecopa | 1.06 | 0.57 | 86.3% | |
| Walker DAR | 0.22 | 0.89 | -74.9% | |
| Bridgeport to G'Ville | 0.61 | 0.35 | 72.8% | |
| Benton to Bishop | 3.28 | 1.83 | 79.2% | |
| Bishop DAR | 3.84 | 3.84 | 0.0% | |
| Nite Rider | 5.49 | 5.19 | 5.7% | |
| Mammoth FR | 12.45 | 13.66 | -8.8% | |
| Mammoth DAR | 1.36 | 1.02 | 33.9% | |
| Reno | 2.05 | 1.87 | 9.4% | 164.63 |
| Lancaster | 1.98 | 1.89 | 4.8% | 180.01 |
| Reds Meadow | 68.85 | 56.24 | 22.4% | |
| Bishop Creek | #DIV/0! | #DIV/0! | #DIV/0! | |
| Specials | 11.09 | 0.19 | 5722.3% | |
| Total | 6.73 | 6.68 | 0.8% | |

| 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 |
|-----------------------|--------------------|---------------|--------------|------------|------------|--------------|------------|---------------|--------------|--------------|---------------|---------------|-------------|--------------|--------------|-------------|--------------|
| Oct-19 | | | | | | | | | | | | | | | | | |
| Mammoth Express | \$1,532.00 | 319 | 41 | 1 | 0 | 0 | 8 | 369 | 98 | 85 | 4,079 | 3,981 | 4.15 | .38 | 4.32 | 47.7 | 0.09 |
| Lone Pine Express | \$1,483.00 | 159 | 114 | 14 | 1 | 1 | 0 | 289 | 129 | 110 | 5,356 | 5,016 | 5.13 | .30 | 2.63 | 48.8 | 0.06 |
| Lone Pine DAR | \$1,144.40 | 45 | 227 | 65 | 19 | 117 | 0 | 473 | 170 | 162 | 1,716 | 1,707 | 2.42 | .67 | 2.92 | 10.6 | 0.28 |
| Tecopa | \$113.00 | 6 | 16 | 0 | 0 | 0 | 0 | 22 | 21 | 21 | 503 | 503 | 5.14 | .22 | 1.06 | 24.3 | 0.04 |
| Walker DAR | \$85.60 | 10 | 0 | 17 | 0 | 0 | 0 | 27 | 130 | 122 | 256 | 246 | 3.17 | .35 | .22 | 2.1 | 0.11 |
| Bridgeport to G'Ville | \$109.75 | 0 | 5 | 14 | 0 | 0 | 0 | 19 | 37 | 31 | 776 | 520 | 5.78 | .21 | .61 | 25.0 | 0.04 |
| Benton to Bishop | \$292.50 | 21 | 23 | 8 | 0 | 0 | 2 | 54 | 34 | 16 | 1,463 | 725 | 5.42 | .40 | 3.28 | 88.8 | 0.07 |
| Specials | \$0.00 | 183 | 0 | 0 | 0 | 12 | 0 | 195 | 20 | 18 | 343 | 275 | N/A | N/A | | | |
| Bishop DAR | \$9,056.20 | 1,397 | 1,357 | 608 | 257 | 25 | 148 | 3,792 | 1,066 | 988 | 11,606 | 10,828 | 2.39 | .84 | 3.84 | 11.8 | 0.35 |
| Nite Rider | \$1,302.60 | 239 | 27 | 22 | 10 | 18 | 6 | 322 | 60 | 59 | 850 | 838 | 4.05 | 1.55 | 5.49 | 14.5 | 0.38 |
| Mammoth FR | \$0.00 | 13,300 | 0 | 5 | 0 | 2,315 | 0 | 15,620 | 1,298 | 1,254 | 16,670 | 15,513 | N/A | N/A | 12.45 | 13.3 | 1.01 |
| Mammoth DAR | \$474.00 | 136 | 15 | 0 | 0 | 7 | 108 | 266 | 197 | 196 | 751 | 656 | 1.78 | .72 | 1.36 | 3.8 | 0.41 |
| Reno | \$9,895.00 | 406 | 134 | 33 | 0 | 17 | 1 | 591 | 311 | 289 | 12,544 | 12,139 | 16.74 | .82 | 2.05 | 43.4 | 0.05 |
| Lancaster | \$6,602.50 | 366 | 82 | 16 | 0 | 3 | 9 | 476 | 263 | 241 | 11,621 | 11,472 | 13.87 | .58 | 1.98 | 48.2 | 0.04 |
| Reds Meadow | \$16.00 | 1,836 | 0 | 0 | 0 | 0 | 0 | 1,836 | 30 | 27 | 299 | 256 | | | | | |
| Total | \$32,106.55 | 18,423 | 2,041 | 803 | 287 | 2,515 | 282 | 24,351 | 3,863 | 3,617 | 68,833 | 64,675 | 1.32 | .50 | 6.73 | 19.0 | 0.38 |

| | | | | | | | | | | | | | | | | | |
|-----------------------|--------------------|---------------|--------------|------------|------------|--------------|------------|---------------|--------------|--------------|---------------|---------------|-------------|------------|-------------|-------------|-------------|
| Oct-18 | | | | | | | | | | | | | | | | | |
| Mammoth Express | \$1,750.50 | 273 | 12 | 3 | 6 | 6 | 13 | 313 | 98 | 85 | 3,993 | 3,890 | 5.59 | .45 | 3.69 | 47.0 | 0.08 |
| Lone Pine Express | \$1,612.25 | 156 | 79 | 32 | 21 | 13 | 3 | 304 | 134 | 115 | 5,288 | 5,116 | 5.30 | .32 | 2.64 | 45.9 | 0.06 |
| Lone Pine DAR | \$793.00 | 25 | 173 | 59 | 12 | 64 | 2 | 335 | 169 | 161 | 1,535 | 1,530 | 2.37 | .52 | 2.08 | 9.5 | 0.22 |
| Tecopa | \$40.00 | 0 | 8 | 0 | 0 | 0 | 0 | 8 | 14 | 14 | 342 | 342 | 5.00 | .12 | .57 | 24.4 | 0.02 |
| Walker DAR | \$452.10 | 5 | 0 | 148 | 0 | 0 | 0 | 153 | 184 | 173 | 1,098 | 866 | 2.95 | .52 | .89 | 6.4 | 0.18 |
| Bridgeport to G'Ville | \$86.50 | 0 | 4 | 8 | 0 | 0 | 0 | 12 | 40 | 34 | 1,297 | 1,120 | 7.21 | .08 | .35 | 38.2 | 0.01 |
| Benton to Bishop | \$175.50 | 8 | 12 | 12 | 0 | 0 | 0 | 32 | 36 | 17 | 1,408 | 724 | 5.48 | .24 | 1.83 | 80.5 | 0.04 |
| Specials | \$4.80 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 11 | 11 | 242 | 242 | N/A | N/A | | | |
| Bishop DAR | \$8,307.00 | 1,168 | 1,318 | 606 | 280 | 177 | 228 | 3,777 | 1,056 | 984 | 10,875 | 9,939 | 2.20 | .84 | 3.84 | 11.1 | 0.38 |
| Nite Rider | \$1,206.00 | 221 | 21 | 35 | 9 | 10 | 18 | 314 | 63 | 61 | 925 | 925 | 3.84 | 1.30 | 5.19 | 15.3 | 0.34 |
| Mammoth FR | \$0.00 | 13,957 | 0 | 0 | 0 | 3,346 | 0 | 17,303 | 1,310 | 1,267 | 16,141 | 15,471 | N/A | N/A | 13.66 | 12.7 | 1.12 |
| Mammoth DAR | \$543.40 | 130 | 20 | 22 | 0 | 10 | 13 | 195 | 193 | 192 | 685 | 612 | 2.79 | .89 | 1.02 | 3.6 | 0.32 |
| Reno | \$10,609.25 | 371 | 90 | 37 | 11 | 51 | 4 | 564 | 324 | 302 | 13,231 | 12,940 | 18.81 | .82 | 1.87 | 43.9 | 0.04 |
| Lancaster | \$7,349.90 | 306 | 79 | 34 | 4 | 13 | 10 | 446 | 259 | 237 | 11,592 | 11,438 | 16.48 | .64 | 1.89 | 49.0 | 0.04 |
| Reds Meadow | \$0.00 | 703 | 0 | 0 | 0 | 0 | 0 | 703 | 14 | 13 | 156 | 120 | .00 | .00 | 56.24 | 12.5 | 5.86 |
| Total | \$32,930.20 | 17,323 | 1,818 | 996 | 343 | 3,690 | 291 | 24,461 | 3,903 | 3,663 | 68,808 | 65,275 | 1.35 | .50 | 6.68 | 18.8 | 0.37 |

| VARIANCE BY ROUTE (RAW NUMBERS) – October 2019 to October 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 | -\$218.50 | 46 | 29 | -2 | -6 | -6 | -5 | 56 | 0 | 1 | 86 | 91 | -1.44 | -0.07 | 0.63 | 0.69 | 0.01 |
| Lone Pine Express | -\$129.25 | 3 | 35 | -18 | -20 | -12 | -3 | -15 | -5 | -5 | 68 | -100 | -0.17 | -0.02 | -0.01 | 2.85 | 0.00 |
| Lone Pine DAR | \$351.40 | 20 | 54 | 6 | 7 | 53 | -2 | 138 | 1 | 1 | 181 | 177 | 0.05 | 0.15 | 0.84 | 1.05 | 0.06 |
| Tecopa | \$73.00 | 6 | 8 | 0 | 0 | 0 | 0 | 14 | 7 | 7 | 161 | 161 | 0.14 | 0.11 | 0.49 | -0.09 | 0.02 |
| Walker DAR | -\$366.50 | 5 | 0 | -131 | 0 | 0 | 0 | -126 | -55 | -51 | -842 | -620 | 0.22 | -0.17 | -0.66 | -4.26 | -0.07 |
| Bridgeport to G'Ville | \$23.25 | 0 | 1 | 6 | 0 | 0 | 0 | 7 | -3 | -3 | -521 | -600 | -1.43 | 0.13 | 0.26 | -13.28 | 0.03 |
| Benton to Bishop | \$117.00 | 13 | 11 | -4 | 0 | 0 | 2 | 22 | -2 | -1 | 55 | 1 | -0.07 | 0.16 | 1.45 | 8.31 | 0.03 |
| Bishop DAR | \$749.20 | 229 | 39 | 2 | -23 | -152 | -80 | 15 | 10 | 4 | 731 | 889 | 0.19 | 0.00 | 0.00 | 0.69 | -0.03 |
| Nite Rider | \$96.60 | 18 | 6 | -13 | 1 | 8 | -12 | 8 | -3 | -2 | -75 | -87 | 0.20 | 0.25 | 0.30 | -0.81 | 0.04 |
| Mammoth FR | \$0.00 | -657 | 0 | 5 | 0 | -1031 | 0 | -1683 | -12 | -12 | 529 | 42 | N/A | N/A | -1.21 | 0.55 | -0.11 |
| Mammoth DAR | -\$69.40 | 6 | -5 | -22 | 0 | -3 | 95 | 71 | 5 | 4 | 66 | 44 | -1.00 | -0.17 | 0.34 | 0.27 | 0.09 |
| Reno | -\$714.25 | 35 | 44 | -4 | -11 | -34 | -3 | 27 | -12 | -13 | -687 | -801 | -2.07 | 0.00 | 0.18 | -0.44 | 0.01 |
| Lancaster | -\$747.40 | 60 | 3 | -18 | -4 | -10 | -1 | 30 | 4 | 4 | 29 | 34 | -2.61 | -0.07 | 0.09 | -0.75 | 0.00 |
| Reds Meadow | \$16.00 | 1133 | 0 | 0 | 0 | 0 | 0 | 1133 | 16 | 14 | 143 | 136 | | | | | |

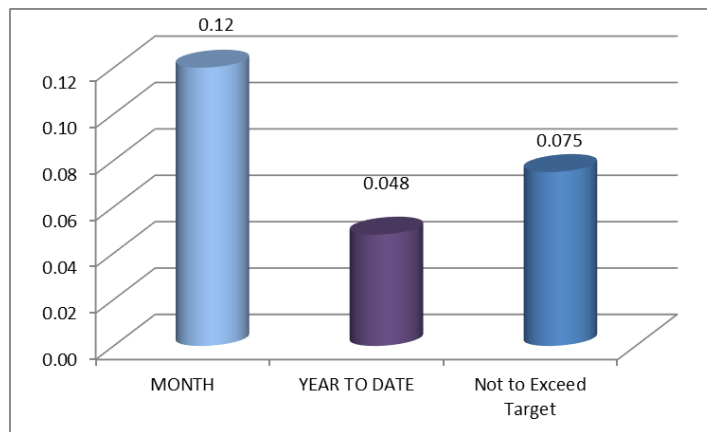
| VARIANCE BY ROUTE (PERCENTAGE) – October 2019 to October 2018 | | | | | | | | | | | | | | | | | |
|---|-------|--------|------|-------|-------|--------|--------|-----------|--------|-----------------|-------|---------------|----------|--------------|--------------|-------------|--------------|
| Route | 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 | -12% | 17% | 242% | -67% | -100% | -100% | -38% | 18% | 0% | 1% | 2% | 2% | -26% | -14% | 17% | 1% | 15% |
| Lone Pine Express | -8% | 2% | 44% | -56% | -95% | -92% | -100% | -5% | -4% | -5% | 1% | -2% | -3% | -6% | 0% | 6% | -3% |
| Lone Pine DAR | 44% | 80% | 31% | 10% | 58% | 83% | -100% | 41% | 1% | 1% | 12% | 12% | 2% | 29% | 40% | 11% | 27% |
| Tecopa | 183% | | 100% | | | | | 175% | 48% | 48% | 47% | 47% | 3% | 92% | 86% | 0% | 87% |
| Walker DAR | -81% | 100% | | -89% | | | | -82% | -30% | -30% | -77% | -72% | 7% | -33% | -75% | -67% | -38% |
| Bridgeport to G'Ville | 27% | | 25% | 75% | | | | 58% | -8% | -8% | -40% | -54% | -20% | 173% | 73% | -35% | 241% |
| Benton to Bishop | 67% | 163% | 92% | -33% | | | | 69% | -4% | -6% | 4% | 0% | -1% | 66% | 79% | 10% | 69% |
| Bishop DAR | 9.0% | 19.6% | 3.0% | 0.3% | -8.2% | -85.9% | -35.1% | 0.4% | 0.9% | 0.4% | 6.7% | 8.9% | 8.6% | 0.1% | 0.0% | 6.3% | -7.8% |
| Nite Rider | 8% | 8% | 29% | -37% | 11% | 80% | -67% | 3% | -4% | -3% | -8% | -9% | 5% | 19% | 6% | -5% | 13% |
| Mammoth FR | | -5% | | | | -31% | | -10% | -1% | -1% | 3% | 0% | N/A | N/A | -9% | 4% | -10% |
| Mammoth DAR | -13% | 5% | -25% | -100% | | -30% | 731% | 36% | 2% | 2% | 10% | 7% | -36% | -19% | 34% | 8% | 27% |
| Reno | -7% | 9% | 49% | -11% | -100% | -67% | -75% | 5% | -4% | -4% | -5% | -6% | -11% | -1% | 9% | -1% | 12% |
| Lancaster | -10% | 20% | 4% | -53% | -100% | -77% | -10% | 7% | 2% | 2% | 0% | 0% | -16% | -10% | 5% | -2% | 6% |
| Reds Meadow | | 161% | | | | | | 161% | 111% | 113% | 92% | 113% | | | | | |

Customer Comments

There were four comments received for the month of October 2019.

- 10/8: Customer emailed to complain about a Bishop Dial-a-Ride driver who made an aggressive maneuver in the Vons parking lot. Employee counselled.
- 10/11: Customer called to report a driver in the Bishop area near 395 and Yaney St. made a turn without using his blinker.
- 10/19: Customer called to compliment driver Debra Ray for going out of her way to help him get back to his travel group when getting lost.
- 10/28: Customer called to suggest that we improve the reservation system on our website.

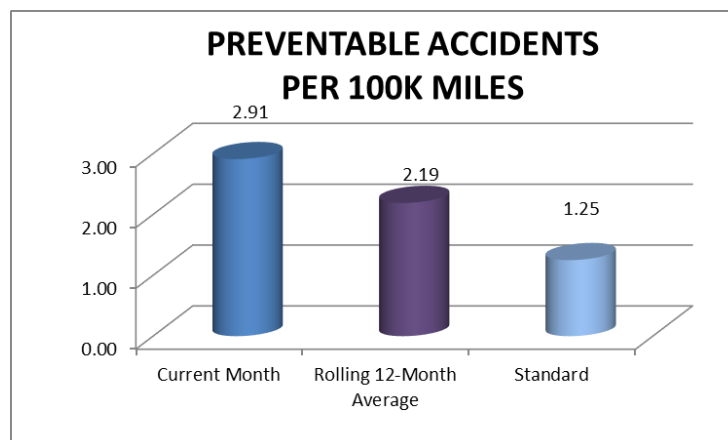
COMPLAINTS PER 1,000 PASSENGERS



Accident/Incidents

There were two preventable accidents in October 2019.

- 10/2: Bishop Dial a Ride driver backed into a parked car causing minor damage.
- 10/15: Town Trolley driver clipped a snow stake causing minor damage.



Missed Runs

There were 6 missed/late runs in October 2019.

- 10/9: Purple Line missed one run due to mechanical issue.
- 10/10: Purple Line missed one run due to attendance issue.
- 10/16: Walker DAR had reduced hours due to staffing issue.
- 10/23: Walker DAR had reduced hours due to staffing issue.
- 10/30: Walker DAR had reduced hours due to staffing issue.
- 10/31: Town Trolley missed one run due to mechanical issue.

Road Call Frequency

There was one call during the month of October 2019 where a service vehicle had to be called to repair in place or tow a transit vehicle. There were 8 vehicle exchanges during the month of October 2019 due to mechanical issues requiring a replacement transit vehicle be placed into service. The average Road Call frequency is 1.00 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 |
| Oct-19 | 1 | 8 | 68833 | 1.45 |

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.)

| OCTOBER 2019 | | | |
|----------------------------------|-------|---------|------------------------|
| | | PERCENT | GOAL |
| IMMEDIATE RESPONSE TRIPS | | | |
| Total Trips: | 2,406 | 78.7% | |
| Average Wait Time (min.): | 15 | | <i>< 20 Minutes</i> |
| Trips > 30 Minute Wait: | 191 | 7.9% | <i>< 5%</i> |
| ADVANCE RESERVATION TRIPS | | | |
| Total Trips: | 653 | 21.3% | |
| On Time Trips (± 10 min.) | 565 | 86.5% | |
| TOTAL SCHEDULED TRIPS | | | |
| No-Shows Including Checkpoints | 252 | 8.2% | |
| No-Shows Excluding Checkpoints | 173 | 5.7% | |
| Cancellations | 106 | 3.5% | |