



MONTHLY REPORT

April 2014

	Apr-14	Mar-14	Percent Change	Apr-13	Percent Change
PASSENGERS					
Adult	57,108	95,599	-40.3%	62,131	-8.1%
Senior	1,391	1,382	0.7%	1,401	-0.7%
Disabled	1,063	1,093	-2.7%	1,233	-13.8%
Wheelchair	434	403	7.7%	439	-1.1%
Child	10,563	10,691	-1.2%	12,987	-18.7%
Child under 5	305	229	33.2%	292	4.5%
Total Passengers	70,864	109,397	-35.2%	78,483	-9.7%
FARES	\$32,933.40	\$32,168.30	2.4%	\$28,061.60	17.4%
SERVICE MILES	67,263	74,975	-10.3%	83,153	-19.1%
SERVICE HOURS	4,046	4,676	-13.5%	5,050	-19.9%
Passengers per Hour	17.51	23.39	-25.1%	15.54	12.7%

RIDERSHIP COMPARISON

Route	REPORT MONTH - THIS YEAR/LAST YEAR				FISCAL YEAR TO DATE			
	Apr-14	Apr-13	Variance	% Change	FY 13/14	FY 12/13	Variance	% Change
Mammoth Express	263	288	-25	-8.7%	2,627	2,578	49	1.9%
Lone Pine to Bishop	390	489	-99	-20.2%	3,808	4,260	-452	-10.6%
Lone Pine DAR	320	464	-144	-31.0%	3,586	4,574	-988	-21.6%
Tecopa	14	6	8	133.3%	95	108	-13	-12.0%
Walker (total)	188	178	10	5.6%	1,817	1,778	39	2.2%
Benton to Bishop	60	35	25	71.4%	445	424	21	5.0%
Bishop DAR	3,133	3,462	-329	-9.5%	29,970	34,155	-4,185	-12.3%
Nite Rider	246	266	-20	-7.5%	2,928	2,207	721	32.7%
Mammoth FR	21,353	21,491	-138	-0.6%	320,542	321,376	-834	-0.3%
Mammoth DAR	371	450	-79	-17.6%	3,421	5,195	-1,774	-34.1%
Reno	295	366	-71	-19.4%	4,407	4,136	271	6.6%
Lancaster	414	426	-12	-2.8%	4,280	4,467	-187	-4.2%
MMSA	43,636	50,562	-6,926	-13.7%	359,890	515,241	-155,351	-30.2%
June Lake Shuttle	181	0			2,451	1,041	1,410	135.4%
TOTALS	70,864	78,573	-7,709	-9.8%	856,555	1,030,778	-161,273	-15.6%

PASSENGERS PER SERVICE HOUR

Route	REPORT MONTH - THIS YEAR/LAST YEAR			FISCAL YEAR TO DATE		
	Apr-14	Apr-13	% Change	FY 13/14	FY 12/13	% Change
Mammoth Express	3.80	4.21	-9.9%	4.11	4.07	0.8%
Lone Pine to Bishop	3.30	4.00	-17.7%	3.38	3.76	-10.0%
Lone Pine DAR	2.08	2.99	-30.6%	2.45	3.17	-22.9%
Tecopa	1.35	0.60	125.8%	1.21	1.11	9.3%
Walker (total)	1.16	1.14	1.1%	1.18	1.17	0.8%
Benton to Bishop	2.26	1.46	55.5%	1.73	1.72	0.7%
Bishop DAR	3.64	3.71	-1.9%	3.63	3.92	-7.5%
Nite Rider	4.10	4.57	-10.2%	4.50	3.58	25.8%
Mammoth FR	24.09	20.83	15.7%	25.22	25.32	-0.4%
Mammoth DAR	2.22	1.82	22.1%	1.69	1.90	-10.9%
Reno	1.38	1.56	-11.6%	2.02	1.88	7.3%
Lancaster	2.97	3.03	-2.2%	3.13	3.24	-3.4%
MMSA	38.48	27.03	42.3%	43.57	41.50	5.0%
June Lake Shuttle	4.06	#DIV/0!	#DIV/0!	6.01	4.60	30.6%
Total	17.51	15.54	12.7%	19.18	20.62	-7.0%

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
Apr-14																	
Mammoth Express	\$1,447.50	196	26	10	0	15	16	263	96	69	3,173	3,060	5.50	.47	3.80	45.8	0.09
Lone Pine to Bishop	\$1,917.85	241	52	49	1	14	33	390	139	118	5,323	5,114	4.92	.38	3.30	45.0	0.08
Lone Pine DAR	\$776.20	22	72	58	86	76	6	320	161	154	1,191	1,188	2.43	.65	2.08	7.7	0.27
Tecopa	\$70.00	0	14	0	0	0	0	14	11	10	174	174	5.00	.40	1.35	16.8	0.08
Walker (total)	\$5,303.25	29	86	73	0	0	0	188	176	162	1,772	1,271	28.21	4.17	1.16	10.9	0.15
Benton to Bishop	\$272.50	17	27	2	0	2	12	60	32	27	898	805	4.54	.34	2.26	33.9	0.07
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Bishop DAR	\$7,082.80	899	977	580	320	147	210	3,133	915	860	9,823	8,988	2.26	.79	3.64	11.4	0.35
Nite Rider	\$974.40	208	6	8	18	3	3	246	61	60	909	876	3.96	1.11	4.10	15.2	0.28
Mammoth FR	\$0.00	16,095	0	0	0	5,258	0	21,353	936	886	13,359	12,916	N/A	N/A	24.09	15.1	1.65
Mammoth DAR	\$927.40	129	18	197	1	20	6	371	170	167	959	884	2.50	1.05	2.22	5.8	0.42
Reno	\$5,532.25	183	52	45	2	9	4	295	236	214	9,490	9,238	18.75	.60	1.38	44.3	0.03
Lancaster	\$5,179.25	292	61	34	6	6	15	414	159	140	6,584	6,463	12.51	.80	2.97	47.2	0.06
MMSA	\$0.00	38,616	0	7	0	5,013	0	43,636	1,184	1,134	15,620	14,935	N/A	N/A	38.48	13.8	2.92
June Lake Shuttle	\$3,450.00	181	0	0	0	0	0	181	54	45	1,456	1,351	19.06	2.55	4.06	32.6	0.13
Total	\$32,933.40	57,108	1,391	1,063	434	10,563	305	70,864	4,331	4,046	70,731	67,263	.46	.49	17.51	17.5	1.05
Apr-13																	
Mammoth Express	\$1,695.00	228	19	8	0	13	20	288	96	68	3,060	2,956	5.89	.57	4.21	44.8	0.10
Lone Pine to Bishop	\$2,569.35	296	93	61	28	8	3	489	141	122	5,239	5,071	5.25	.51	4.00	42.9	0.10
Lone Pine DAR	\$1,048.00	41	160	65	82	64	52	464	162	155	1,437	1,416	2.26	.74	2.99	9.3	0.33
Tecopa	\$30.00	4	2	0	0	0	0	6	11	10	294	294	5.00	.10	.60	29.4	0.02
Walker (total)	\$635.50	27	96	52	0	0	3	178	168	156	1,697	1,350	3.57	.47	1.14	10.9	0.13
Benton to Bishop	\$155.60	8	14	7	0	0	6	35	31	24	1,235	824	4.45	.19	1.46	51.4	0.04
Specials	\$0.00	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A
Bishop DAR	\$8,663.00	1,190	875	694	302	222	179	3,462	992	932	11,700	10,338	2.50	.84	3.71	12.5	0.33
Nite Rider	\$1,086.20	214	6	28	16	2	0	266	61	58	935	883	4.08	1.23	4.57	16.1	0.30
Mammoth FR	\$0.00	15,494	0	0	0	5,997	0	21,491	1,064	1,032	18,990	18,524	N/A	N/A	20.83	18.4	1.16
Mammoth DAR	\$1,175.40	167	17	254	0	11	1	450	252	247	1,344	1,258	2.61	.93	1.82	5.4	0.36
Reno	\$5,741.00	236	70	38	1	13	8	366	255	235	10,226	9,930	15.69	.58	1.56	43.6	0.04
Lancaster	\$5,262.55	316	49	25	10	6	20	426	159	141	6,566	6,455	12.35	.82	3.03	46.7	0.07
MMSA	\$0.00	43,910	0	1	0	6,651	0	50,562	1,953	1,871	24,863	23,854	N/A	N/A	27.03	13.3	2.12
June Lake Shuttle	\$0.00	0	0	0	0	0	0	0	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total	\$28,061.60	62,131	1,401	1,233	439	12,987	292	78,483	5,344	5,050	87,586	83,153	.36	.34	15.54	17.3	0.94

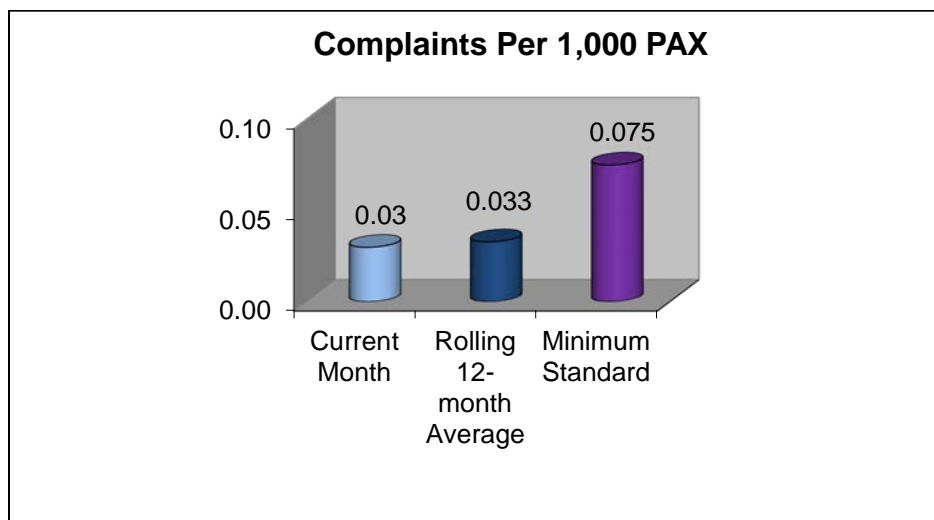
VARIANCE BY ROUTE (RAW NUMBERS) – April 2014 TO April 2013																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$247.50	-32	7	2	0	2	-4	-25	0	1	113	104	-0.38	-0.10	-0.42	1.05	-0.01
Lone Pine to Bishop	-\$651.50	-55	-41	-12	-27	6	30	-99	-2	-4	84	43	-0.34	-0.13	-0.71	2.10	-0.02
Lone Pine DAR	-\$271.80	-19	-88	-7	4	12	-46	-144	-1	-1	-246	-228	0.17	-0.09	-0.92	-1.54	-0.06
Tecopa	\$40.00	-4	12	0	0	0	0	8	0	0	-120	-120	0.00	0.30	0.75	-12.56	0.06
Walker (total)	\$4,667.75	2	-10	21	0	0	-3	10	8	7	75	-79	24.64	3.70	0.01	0.00	0.02
Benton to Bishop	\$116.90	9	13	-5	0	2	6	25	1	2	-337	-19	0.10	0.15	0.81	-17.50	0.03
Bishop DAR	-\$1,580.20	-291	102	-114	18	-75	31	-329	-77	-72	-1877	-1350	-0.24	-0.05	-0.07	-1.13	0.01
Nite Rider	-\$111.80	-6	0	-20	2	1	3	-20	1	2	-26	-7	-0.12	-0.12	-0.47	-0.90	-0.02
Mammoth FR	\$0.00	601	0	0	0	-739	0	-138	-128	-146	-5631	-5608	N/A	N/A	3.27	-3.33	0.49
Mammoth DAR	-\$248.00	-38	1	-57	1	9	5	-79	-82	-80	-385	-374	-0.11	0.11	0.40	0.31	0.06
Reno	-\$208.75	-53	-18	7	1	-4	-4	-71	-19	-21	-736	-692	3.07	0.02	-0.18	0.77	0.00
Lancaster	-\$83.30	-24	12	9	-4	0	-5	-12	-1	-1	18	8	0.16	-0.01	-0.07	0.43	0.00
MMSA	\$0.00	-5,294	0	6	0	-1,638	0	-6,926	-769	-736	-9,243	-8,919	N/A	N/A	11.45	0.48	0.80
June Lake Shuttle	\$3,450.00	181	0	0	0	0	0	181	54	45	1456	1351	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

VARIANCE BY ROUTE (PERCENTAGE) – April 2014 TO April 2013																	
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	-15%	-14%	37%	25%		15%	-20%	-9%	0%	1%	4%	4%	-6%	-18%	-10%	2%	-12%
Lone Pine to Bishop	-25%	-19%	-44%	-20%	-96%	75%	1000%	-20%	-1%	-3%	2%	1%	-6%	-26%	-18%	5%	-21%
Lone Pine DAR	-26%	-46%	-55%	-11%	5%	19%	-88%	-31%	-1%	-1%	-17%	-16%	7%	-12%	-31%	-17%	-18%
Tecopa	133%	-100%	600%					133%	1%	3%	-41%	-41%	0%	294%	126%	-43%	294%
Walker (total)	735%	7%	-10%	40%			-100%	6%	5%	4%	4%	-6%	690%	786%	1%	0%	12%
Benton to Bishop	75%	113%	93%	-71%			100%	71%	2%	10%	-27%	-2%	2%	79%	55%	-34%	75%
Bishop DAR	-18%	-24%	12%	-16%	6%	-34%	17%	-10%	-8%	-8%	-16%	-13%	-10%	-6%	-2%	-9%	4%
Nite Rider	-10%	-3%	0%	-71%	13%	50%		-8%	1%	3%	-3%	-1%	-3%	-10%	-10%	-6%	-7%
Mammoth FR		4%				-12%		-1%	-12%	-14%	-30%	-30%	N/A	N/A	16%	-18%	42%
Mammoth DAR	-21%	-23%	6%	-22%		82%	500%	-18%	-33%	-32%	-29%	-30%	-4%	12%	22%	6%	17%
Reno	-4%	-22%	-26%	18%	100%	-31%	-50%	-19%	-7%	-9%	-7%	-7%	20%	4%	-12%	2%	-13%
Lancaster	-2%	-8%	24%	36%	-40%	0%	-25%	-3%	0%	-1%	0%	0%	1%	-2%	-2%	1%	-3%
MMSA		-12%		600%		-25%		-14%	-39%	-39%	-37%	-37%	N/A	N/A	42%	4%	38%
June Lake Shuttle													#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Complaints

There were two complaints received during the month of April 2014.

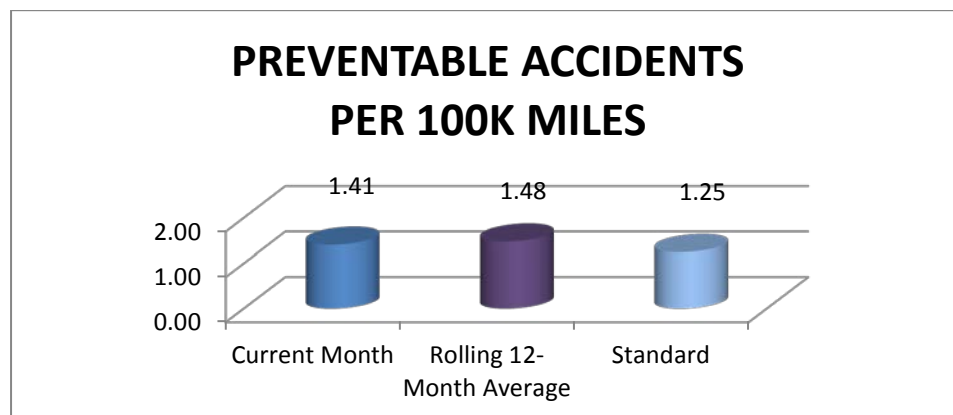
- April 10th - Passenger phoned to complain about the suspension on the Reno bus (said that ride was too rough and uncomfortable). Operations supervisor requested to inspect the suspension system to verify that it is functioning properly.
- April 16th - Two passengers wrote to complain about a trolley driver's comments to them over the loud-speaker, which were heard by other passengers on the bus. Driver counseled about appropriate passenger interaction, customer service and use of the P.A. system.



Accident/Incidents

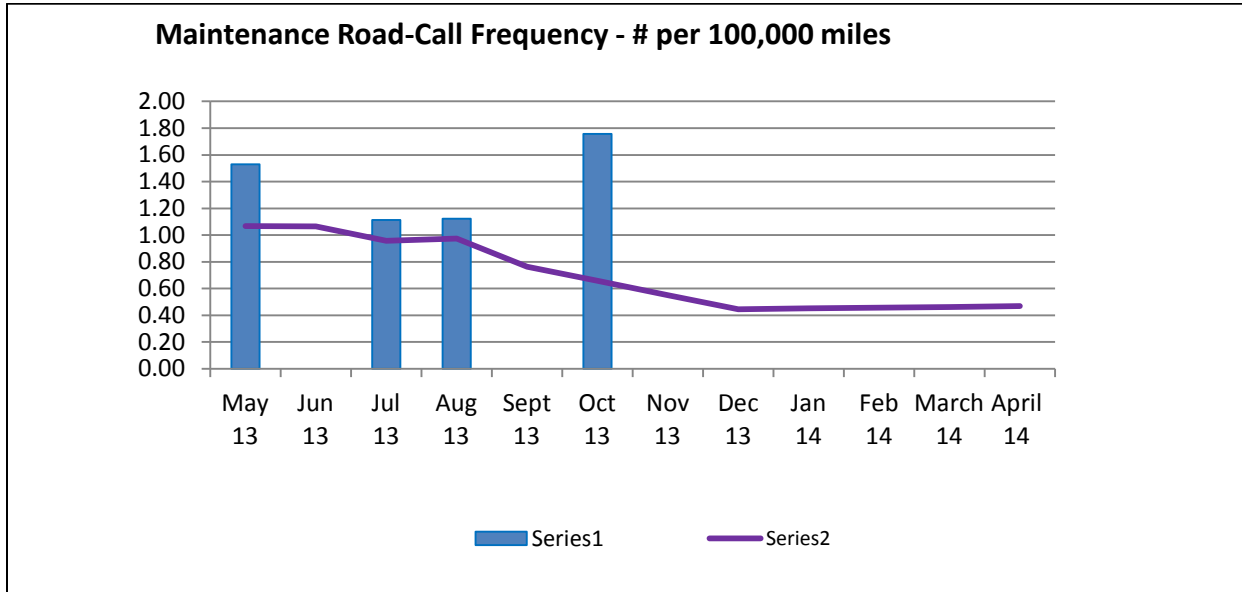
There was one preventable accident in April 2014.

- April 17th - ESTA bus struck snow pole on side of road causing damage to near the passenger entrance door.



Road Call Frequency

There were no Road Calls during the month of April 2014. The rolling 12-month road call frequency is 0.47 per 100,000 miles traveled.



Missed Runs

There was one missed run in April 2014.

- April 23rd – The Bridgeport to Gardnerville Route was missed due to driver illness

Bishop Area Dial-A-Ride Wait Times

Wait times for the Bishop Area Dial-A-Ride (Mon. through Fri., 7:00 a.m. – 5:00 p.m.)

Month of: April 2014

		Percent	Goal
Total Trips:	2,457		
Total Immediate Response Calls:	1,629		
Total Wait Time:	327:06		
Average Daily Wait:	12.0		
Median Wait Time:	10		< 20 minutes
# of Cancelations:	89	3.5 %	
# > 30 minute wait:	61	3.7 %	

