



## MONTHLY REPORT

August 2014

	Aug-14	Jul-14	Percent Change	Aug-13	Percent Change
<b>PASSENGERS</b>					
Adult	101,562	97,440	4.2%	87,459	16.1%
Senior	1,470	1,384	6.2%	1,563	-6.0%
Disabled	941	887	6.1%	864	8.9%
Wheelchair	449	475	-5.5%	411	9.2%
Child	26,473	29,730	-11.0%	24,287	9.0%
Child under 5	1,124	1,426	-21.2%	1,337	-15.9%
<b>Total Passengers</b>	<b>132,019</b>	<b>131,342</b>	<b>0.5%</b>	<b>115,921</b>	<b>13.9%</b>
<b>FARES</b>	<b>\$218,407.35</b>	<b>\$211,404.90</b>	<b>3.3%</b>	<b>\$192,268.80</b>	<b>13.6%</b>
<b>SERVICE MILES</b>	<b>91,147</b>	<b>89,036</b>	<b>2.4%</b>	<b>89,087</b>	<b>2.3%</b>
<b>SERVICE HOURS</b>	<b>5,996</b>	<b>5,950</b>	<b>0.8%</b>	<b>6,039</b>	<b>-0.7%</b>
<b>Passengers per Hour</b>	<b>22.02</b>	<b>22.08</b>	<b>-0.3%</b>	<b>19.20</b>	<b>14.7%</b>

## RIDERSHIP COMPARISON

REPORT MONTH - THIS YEAR/LAST YEAR					FISCAL YEAR TO DATE			
Route	Aug-14	Aug-13	Variance	% Change	FY 14/15	FY 13/14	Variance	% Change
Mammoth Express	313	350	-37	-10.6%	687	667	20	3.0%
Lone Pine to Bishop	449	503	-54	-10.7%	933	985	-52	-5.3%
Lone Pine DAR	307	420	-113	-26.9%	611	849	-238	-28.0%
Tecopa	14	4	10	250.0%	23	8	15	187.5%
Walker (total)	178	178	0	0.0%	389	383	6	1.6%
Benton to Bishop	119	29	90	310.3%	216	81	135	166.7%
Bishop DAR	3,260	3,050	210	6.9%	6,490	5,939	551	9.3%
Nite Rider	411	404	7	1.7%	658	651	7	1.1%
Mammoth FR	62,675	57,256	5,419	9.5%	117,078	116,421	657	0.6%
Mammoth DAR	154	297	-143	-48.1%	337	412	-75	-18.2%
Reno	703	737	-34	-4.6%	1,247	1,437	-190	-13.2%
Lancaster	592	588	4	0.7%	1,139	1,210	-71	-5.9%
Reds Meadow	62,844	52,105	10,739	20.6%	126,947	110,218	16,729	15.2%
<b>TOTALS</b>	<b>132,019</b>	<b>115,921</b>	<b>16,098</b>	<b>13.9%</b>	<b>256,755</b>	<b>239,261</b>	<b>17,494</b>	<b>7.3%</b>

## PASSENGERS PER SERVICE HOUR

REPORT MONTH - THIS YEAR/LAST YEAR				FISCAL YEAR TO DATE		
Route	Aug-14	Aug-13	% Change	FY 14/15	FY 13/14	% Change
Mammoth Express	4.80	5.07	-5.3%	4.91	4.88	0.8%
Lone Pine to Bishop	4.02	4.17	-3.7%	3.81	4.08	-6.7%
Lone Pine DAR	2.09	2.72	-23.3%	2.03	2.75	-26.1%
Tecopa	1.29	0.80	61.5%	1.05	0.80	31.7%
Walker (total)	1.20	1.15	4.9%	1.20	1.18	1.5%
Benton to Bishop	4.29	1.16	269.7%	4.12	1.57	162.4%
Bishop DAR	3.78	3.43	10.1%	3.80	3.33	14.0%
Nite Rider	5.48	5.42	1.1%	4.84	4.84	0.0%
Mammoth FR	27.21	26.88	1.2%	28.54	28.85	-1.1%
Mammoth DAR	0.93	1.14	-18.5%	0.99	0.80	24.1%
Reno	3.19	3.17	0.6%	2.83	3.15	-10.3%
Lancaster	4.16	4.16	0.0%	4.12	4.14	-0.6%
Reds Meadow	34.01	28.68	18.6%	33.89	30.22	12.1%
<b>Total</b>	<b>22.02</b>	<b>19.20</b>	<b>14.7%</b>	<b>22.06</b>	<b>20.30</b>	<b>8.7%</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
Aug-14																	
Mammoth Express	\$1,794.75	223	52	11	1	18	8	313	97	65	2,984	2,873	5.73	.62	4.80	45.8	0.11
Lone Pine to Bishop	\$2,576.50	307	67	40	9	20	6	449	133	112	4,988	4,776	5.74	.54	4.02	44.6	0.09
Lone Pine DAR	\$751.60	43	88	69	70	32	5	307	154	147	1,392	1,384	2.45	.54	2.09	9.5	0.22
Tecopa	\$69.00	2	8	4	0	0	0	14	11	11	185	185	4.93	.37	1.29	17.1	0.08
Walker (total)	\$609.10	33	50	67	2	26	0	178	161	148	1,420	999	3.42	.61	1.20	9.6	0.18
Benton to Bishop	\$423.00	39	33	2	0	0	45	119	31	28	833	833	3.55	.51	4.29	30.0	0.14
Specials	\$253.15	6133	87	0	0	373	13	6606	115	111	1250	1195	.04	.21	59.52	11.3	5.53
Bishop DAR	\$7,469.40	1,209	835	632	335	85	164	3,260	918	862	10,097	9,296	2.29	.80	3.78	11.7	0.35
Nite Rider	\$1,764.00	328	9	19	23	2	30	411	77	75	1,219	1,181	4.29	1.49	5.48	16.3	0.35
Mammoth FR	\$22.00	43,797	0	17	0	12,252	3	56,069	2,146	2,060	29,477	28,309	N/A	N/A	27.21	14.3	1.98
Mammoth DAR	\$364.60	80	24	2	2	9	37	154	167	166	667	587	2.37	.62	.93	4.0	0.26
Reno	\$16,086.50	519	141	31	3	6	3	703	245	220	9,699	9,210	22.88	1.75	3.19	44.0	0.08
Lancaster	\$9,355.75	432	76	47	4	18	15	592	163	142	6,596	6,487	15.80	1.44	4.16	46.3	0.09
Reds Meadow	\$176,868.00	48,417	0	0	0	13,632	795	62,844	2,190	1,848	26,646	23,832	2.81	7.42	34.01	14.4	2.64
Total	\$218,407.35	101,562	1,470	941	449	26,473	1,124	132,019	6,606	5,996	97,453	91,147	1.65	2.40	22.02	16.3	1.45
Aug-13																	
Mammoth Express	\$1,935.80	267	40	14	3	8	18	350	94	69	3,111	3,012	5.53	.64	5.07	45.1	0.12
Lone Pine to Bishop	\$2,602.65	293	95	59	9	43	4	503	139	121	5,190	5,027	5.17	.52	4.17	43.0	0.10
Lone Pine DAR	\$1,006.80	40	128	69	118	40	25	420	161	154	1,173	1,173	2.40	.86	2.72	7.6	0.36
Tecopa	\$20.00	0	4	0	0	0	0	4	6	5	144	144	5.00	.14	.80	28.8	0.03
Walker (total)	\$634.80	7	117	48	0	0	6	178	168	155	1,584	1,211	3.57	.52	1.15	10.2	0.15
Benton to Bishop	\$122.50	5	15	3	0	0	6	29	27	25	896	894	4.22	.14	1.16	35.8	0.03
Specials	\$0.00	2,876	8	0	0	145	0	3,029	81	78	900	764	N/A	N/A	N/A	N/A	N/A
Bishop DAR	\$7,303.60	902	938	499	256	228	227	3,050	950	888	9,770	8,744	2.39	.84	3.43	11.0	0.35
Nite Rider	\$1,531.00	339	13	11	16	3	22	404	77	75	1,143	1,143	3.79	1.34	5.42	15.3	0.35
Mammoth FR	\$0.00	41,239	0	2	0	12,986	0	54,227	2,098	2,017	28,289	27,330	N/A	N/A	26.88	14.0	1.98
Mammoth DAR	\$663.60	143	17	68	0	31	38	297	267	261	1,362	1,280	2.23	.52	1.14	5.2	0.23
Reno	\$14,718.05	521	134	52	2	21	7	737	251	232	10,018	9,742	19.97	1.51	3.17	43.1	0.08
Lancaster	\$8,462.00	459	54	39	7	13	16	588	159	141	6,654	6,533	14.39	1.30	4.16	47.0	0.09
Reds Meadow	\$153,268.00	40,368	0	0	0	10,769	968	52,105	2,095	1,817	24,886	22,090	2.94	6.94	28.68	13.7	2.36
Total	\$192,268.80	87,459	1,563	864	411	24,287	1,337	115,921	6,573	6,039	95,120	89,087	1.66	2.16	19.20	15.8	1.30

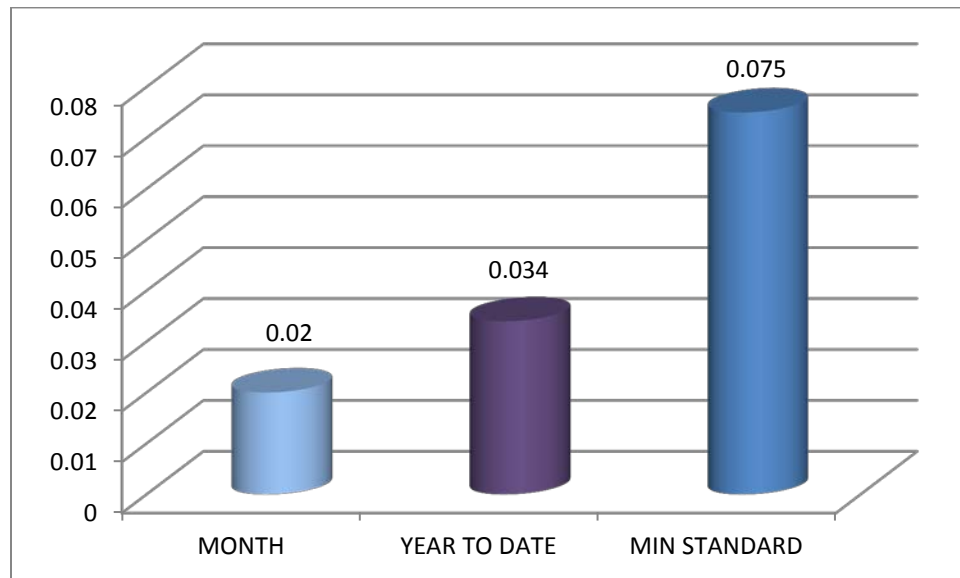
VARIANCE BY ROUTE (RAW NUMBERS) – Aug 2014 To Aug 2013																	
ROUTES	FARES	ADULTS	SNR	DIS	W/C	CHILD	FREE	TOTAL PAX	YD HOURS	SVC HOURS	YD MILES	SVC MILES	AVG FARE	REV/SVC MILE	PAX / SVC HR	MI / SVC HR	PAX / SVC MI
Mammoth Express	-\$141.05	-44	12	-3	-2	10	-10	-37	3	-4	-127	-139	0.20	-0.02	-0.27	0.71	-0.01
Lone Pine to Bishop	-\$26.15	14	-28	-19	0	-23	2	-54	-6	-9	-202	-251	0.56	0.02	-0.15	1.59	-0.01
Lone Pine DAR	-\$255.20	3	-40	0	-48	-8	-20	-113	-7	-7	219	211	0.05	-0.32	-0.64	1.86	-0.14
Tecopa	\$49.00	2	4	4	0	0	0	10	5	6	41	41	-0.07	0.23	0.49	-11.72	0.05
Walker (total)	-\$25.70	26	-67	19	2	26	-6	0	-8	-7	-164	-212	-0.14	0.09	0.06	-0.61	0.03
Benton to Bishop	\$300.50	34	18	-1	0	0	39	90	4	3	-63	-61	-0.67	0.37	3.13	-5.82	0.11
Bishop DAR	\$165.80	307	-103	133	79	-143	-63	210	-32	-26	327	552	-0.10	-0.03	0.35	0.71	0.00
Nite Rider	\$233.00	-11	-4	8	7	-1	8	7	0	1	76	38	0.50	0.15	0.06	0.91	-0.01
Mammoth FR	\$22.00	2,558	0	15	0	-734	3	1,842	48	43	1,188	979	N/A	N/A	0.33	0.28	0.00
Mammoth DAR	-\$299.00	-63	7	-66	2	-22	-1	-143	-100	-95	-695	-693	0.13	0.10	-0.21	-1.20	0.03
Reno	\$1,368.45	-2	7	-21	1	-15	-4	-34	-6	-12	-319	-532	2.91	0.24	0.02	0.89	0.00
Lancaster	\$893.75	-27	22	8	-3	5	-1	4	3	1	-58	-46	1.41	0.15	0.00	-0.74	0.00
Reds Meadow	\$23,600.00	8,049	0	0	0	2,863	-173	10,739	95	31	1,760	1,742	-0.13	0.48	5.34	0.72	0.28

VARIANCE BY ROUTE (PERCENTAGE) – Aug 2014 To Aug 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	-7%	-16%	30%	-21%	-67%	125%	-56%	-11%	3%	-6%	-4%	-5%	4%	-3%	-5%	2%	-6%
Lone Pine to Bishop	-1%	5%	-29%	-32%	0%	-53%	50%	-11%	-4%	-7%	-4%	-5%	11%	4%	-4%	4%	-6%
Lone Pine DAR	-25%	8%	-31%	0%	-41%	-20%	-80%	-27%	-5%	-5%	19%	18%	2%	-37%	-23%	24%	-38%
Tecopa	245%		100%					250%	89%	117%	28%	28%	-1%	169%	62%	-41%	172%
Walker (total)	-4%	371%	-57%	40%			-100%	0%	-5%	-5%	-10%	-18%	-4%	16%	5%	-6%	21%
Benton to Bishop	245%	680%	120%	-33%			650%	310%	16%	11%	-7%	-7%	-16%	271%	270%	-16%	340%
Bishop DAR	2%	34%	-11%	27%	31%	-63%	-28%	7%	-3%	-3%	3%	6%	-4%	-4%	10%	6%	1%
Nite Rider	15%	-3%	-31%	73%	44%	-33%	36%	2%	0%	1%	7%	3%	13%	12%	1%	6%	-2%
Mammoth FR		6%		750%		-6%		3%	2%	2%	4%	4%	N/A	N/A	1%	2%	0%
Mammoth DAR	-45%	-44%	41%	-97%		-71%	-3%	-48%	-37%	-36%	-51%	-54%	6%	20%	-18%	-23%	13%
Reno	9%	0%	5%	-40%	50%	-71%	-57%	-5%	-3%	-5%	-3%	-5%	15%	16%	1%	2%	1%
Lancaster	11%	-6%	41%	21%	-43%	38%	-6%	1%	2%	1%	-1%	-1%	10%	11%	0%	-2%	1%
Reds Meadow	15%	20%				27%	-18%	21%	5%	2%	7%	8%	-4%	7%	19%	5%	12%

## Complaints

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

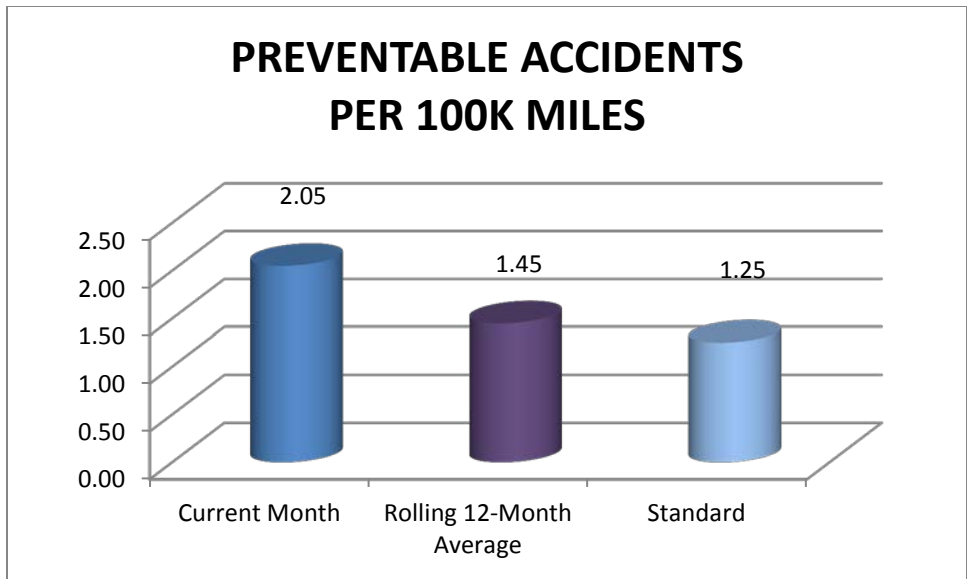
- August 11<sup>th</sup> - Passenger called reporting that Saturday Bishop DAR phones are answered sporadically and the wait times on Saturday have been 30-45 minutes. The Saturday drivers indicated that they do answer the phones as they are able, however, many times when they are driving, or if they are on another call, the incoming call will go direct to voice-mail. Passengers are advised to leave a message in order to receive the most prompt service. As a result of this comment, ESTA is investigating the implementation of a text message trip reservation option for after-hours service.
- August 13<sup>th</sup> - Passenger wrote to complain that a driver would not allow her to board the bus in Mammoth because her service dog did not have a muzzle. Response was forwarded to the passenger indicating that this is not ESTA policy and all drivers were reminded that service animals are not required to be muzzled.



## Accident/Incidents

There were two preventable accidents in August 2014, involving stationary objects.

- August 6<sup>th</sup> - ESTA bus misjudged clearance and scraped telephone pole exiting the bus yard. Minor scrape damage to curb-side rear wheel well.
- August 21<sup>st</sup> - ESTA bus drove away from the Town's fuel pumps without removing the fuel nozzle. End of nozzle was damaged, no damage to the bus

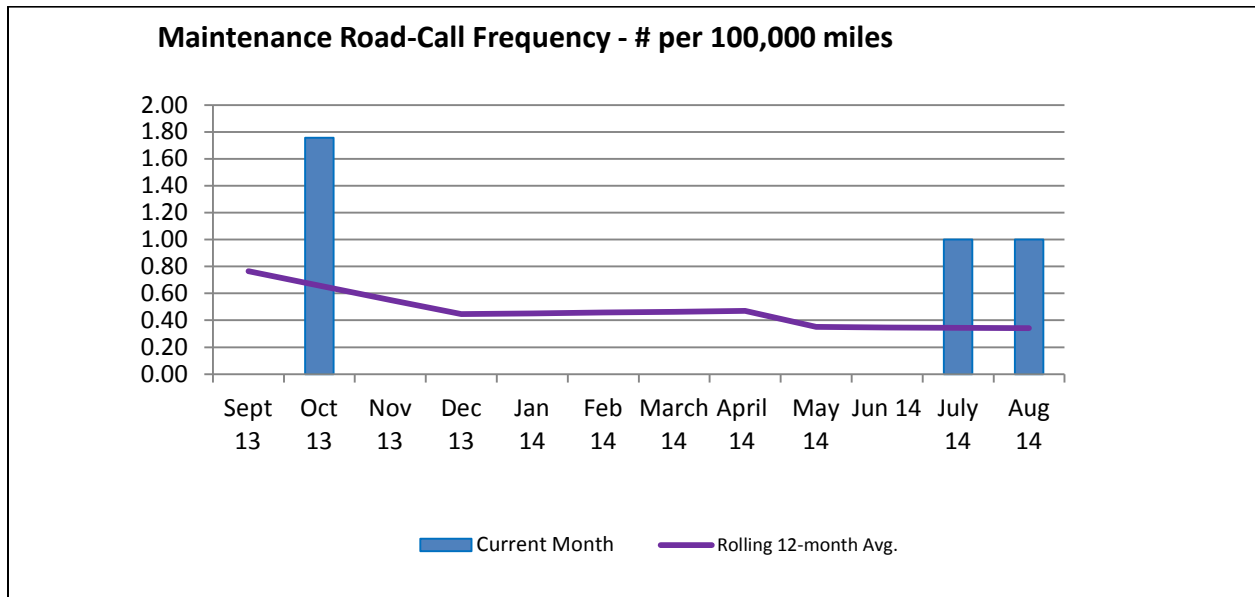


### Missed Runs

The 9:00am and 9:30am runs for the Gray Line route were missed on August 7th due to bus mechanical problem.

### Road Call Frequency

There was one Road Call during the month of August 2014. The rolling 12-month road call frequency is 0.34 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. – 5:00 p.m.)

Month of: AUGUST 2014

		Percent	Goal
Total Trips:	2,430		
Total Immediate Response Calls:	1,673		
Total Wait Time:	353:40		
Average Daily Wait:	12.68		< 20 minutes
Median Wait Time:	11		
# of Cancelations:	61	2.5 %	
# > 30 minute wait:	69	4.1 %	< 5%

